

APPENDIX F
RFP 1637-DLTC-SM
TECHNICAL RESPONSE REQUIREMENTS
FOR SAND RIDGE SECURE TREATMENT CENTER (SRSTC)

4.0 TECHNICAL PROPOSAL RESPONSE REQUIREMENTS

DHS is seeking a Contractor for comprehensive pharmacy services that include provision of services to provide medications, over-the-counter medications and biologicals for use in treating clients under the jurisdiction of SRSTC subject to DHS's specific requirements.

The purchase of drugs is not included in the contract service for SRSTC. SRSTC currently, and will continue to, purchase drugs through the state's membership with the Minnesota Multi-State Contracting Alliance for Pharmacy (MMCAP). Contracted Vendors may not purchase drugs through the state's membership with MMCAP.

Vendor will have overall responsibility for pharmacy services at SRSTC. This includes:

- the provision of an efficient drug distribution system
- an ongoing in-service education and reference program,
- monitoring of drug administration procedures on the clinical units,
- coordination of a collaborative working relationship with other facility departments within SRSTC,
- development and implementation of the pharmacy quality assurance and improvement plan,
- removal of all drugs deemed unsafe by the FDA or the drug manufacturer,
- compliance with all federal and state laws governing drug usage, and compliance with Centers for Medicare & Medicare Services (CMS), Division of Quality Assurance (DQA) standards and National Patient Safety Goals (NPSG),
- maintaining best pharmacy practice
- following facility rules and regulations

Contracted services for SandRidge Secure Treatment Center (SRSTC) would only include prescription fill and clinical pharmacy consulting, not the purchase of drugs. SRSTC currently purchases drugs through the state's membership with the Minnesota Multi-State Contracting Alliance for Pharmacy (MMCAP) and will continue to do so. Contracted Vendors may not purchase drugs through the state's membership with MMCAP. The estimated number of prescription fills per month is 1900. This is not a guaranteed number of prescriptions. Consulting hours are minimal and generally revolve around changes in formulary. Cost proposals should use the estimated number of prescription fills to provide a quote. The quote must be inclusive of all services associated with the contract including consulting.

The proposer's response to the following requirements (Sections 4.1 – 4.8) will serve to evaluate the contractor's capabilities for performing the comprehensive pharmacy

services for DHS SRSTC state facility. Failure to respond and address any of the sections below may result in rejection of a proposal.

A vendor's proposal must address how it will meet all the requirements described in the technical section of the RFP. The response must follow any additional instructions included in any of the sections. In the event no proposal adequately addresses all of the technical requirements, the Department reserves the right to continue the evaluation process but is not obligated to do so. At its discretion, the Department may ask proposers to submit additional documentation to support any of the requirements below.

Proposal responses to the technical requirements should meet the objectives of the RFP noted in section 1.3 of the main RFP and listed below.

- Result in increased efficiencies in operations and management;
- Result in improvement in quality and delivery of service to clients; and
- Result in cost savings to the State of Wisconsin

No mention of the Vendor's Cost Proposal (Appendix I) may be made in the response to the technical requirements of the RFP.

The technical proposal should follow the same numbering system, use the same headings, and address each point given below, clearly identifying any milestones or deliverables when appropriate. **Failure to use this outline and respond to each requirement may result in proposal rejection as unresponsive to the RFP.**

4.1 EXECUTIVE SUMMARY

Provide a brief project summary (maximum 5 pages). Identify major specific requirements and deliverables, describe in summary and substantiate your work plan, methodology and techniques that you are proposing. Discuss feasibility, the degree of success expected, and identify any problems anticipated and contingency plans in the event that problems arise.

4.2 ORGANIZATION CAPABILITIES

4.2.1

A contracted pharmacy/organization shall have and maintain throughout the term of the contract all appropriate Wisconsin and federal licenses **A current copy of vendor's pharmacy license must be included with the vendor proposal.**

4.2.2

Describe your firm's experience and capabilities in providing similar services to those required within the scope of this RFP. Be specific and identify projects, dates, and results. Include a description of any cost saving pharmaceutical programs that you have implemented within the last three years (i.e., therapeutic substitutions). Please indicate the dollar amount saved by each specific program.

4.2.3

Please provide an organization profile that includes the following:

- a) Name, address, e-mail, toll-free telephone number and fax number of vendor.
- b) Years of prior experience in the pharmaceutical supply, service, and support business. Indicate your legal form (i.e., sole proprietorship, partnership, LLC, corporation/state of incorporation). If a corporation, provide the date of incorporation names and addresses of principle officers, directors, or partners
- c) Detailed experience with secure institutions including the number of years, the number of facilities and whether services were provided at multiple sites. Include the name of facilities, contact names and phone numbers.
- d) The pharmacy organization must appoint a project manager with the authority and ability to resolve problems and make decision on behalf of the dispensing pharmacy. The project manager shall be directly responsible for program oversight and shall be the Department's liaison. Provide the name and a brief biography of the project manager. If the vendor does not have this information at the time of the proposal due date,, provide the process by which the choice will be made and the qualifications vendor will require.
- e) Disclosure of any conditions (e.g., bankruptcy or other financial problems, pending litigation, planned office closures, impending mergers) that may affect the Proposer's ability to perform contractually.

4.3 STAFFING CAPABILITIES AND REQUIREMENTS

Overview: This section should discuss the staff of the proposing firm who would be assigned to work on this project and their reporting relationships. At a minimum, vendor must address the following

4.3.1

The vendor's proposal must demonstrate significant expertise in assigning qualified staff to key leadership roles for this project. The vendor's proposal must identify by position and by name, including staff of any subcontractor, those staff it considers key to the project's success. The vendor must provide resumes describing the educational and work experiences for each of the key staff assigned to the project. If the position is vacant, the vendor must indicate the minimum qualifications considered to fill the position.

4.3.2

In addition the vendor must provide detailed position descriptions requirements that meet those described below, as well as incorporate the hiring of such staff into the project schedule in a way that assures hiring of qualified staff by the proposed start date of this project. The vendor must, at a minimum, identify, by position and by name, including staff of any subcontractor, those staff it considers key to the project's success.

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4.3.3

At a minimum, key staff identified must include at least one licensed clinical pharmacist, an information technology manager, a project manager, and an account manager. (Note: the proposed account manager and information technology manager may, at the vendor's discretion, be the same individual as the proposed project manager.)

For the purpose of determining the project and account manager's experience and qualifications, a program of similar size and complexity means a dispensing pharmacy preparing and dispensing physician orders annually utilizing a unit-dose system.

4.3.4

All pharmacists shall have and maintain throughout the term of the contract all appropriate state licenses. **A current copy of all pharmacist licenses known to be assigned to this contract should be included with the RFP.** If all pharmacists are not known at this time, include a statement of agreement that contractor will provide a copy of contract pharmacists licenses within 3 weeks of any intent to award a contract. **Failure to do so may result in cancellation of an award.**

4.3.5

The profiles and resumes for each proposed staff person noted below must demonstrate how those individuals meet or exceed the following experience requirements applicable to each position for which each individual is proposed:

- a) For the chief pharmacist manager: in addition to proof of a current and valid professional pharmacist license, he/she must have at least three (3) years of experience in work similar to the work for which he/she is proposed.
- b) For the information technology manager: at least one (1) year of experience within the last three (3) years in a responsible role working with a dispensing and administrative pharmacy of similar size and complexity.

4.3.6

List total number of full time personnel who will be assigned to this project and the percent of time devoted exclusively to this project. Include their position description(s).

4.3.7

Provide a curriculum vitae/resume for each licensed professional which will be involved in this project, in accordance with your proposal.

4.3.8

If the state in which your business is located requires pharmacy technicians to be licensed or certified, the pharmacy technicians shall have and maintain throughout the term of the contract the appropriate license. A current copy of all pharmacy technicians' certification or license must be included within the RFP. If your state does not require pharmacy technicians to be licensed, indicate that in your proposal response.

4.4 FINANCIAL STRENGTH

4.4.1

An organization providing pharmacy management services will be required to have cash reserves that are sufficient to:

- a) Assure that the organization has adequate cash flow to maintain and hire staff and/or subcontract with providers that will be necessary to deliver the proposed services specified in this RFP.
- b) Allow the organization to manage fluctuation in client numbers, other fluctuations in the cost of delivering pharmacy services.
- c) Assure that the organization has a reasonable expectation of ongoing solvency.

4.4.2

The proposer shall submit the most current balance sheets, profit and loss statement and audited financial statements for the last year demonstrating the strength of their financial position and ability to support proposed operations of the proposing entity. Provide banking references and lists of principal equity owners.

The State may request reports on financial stability from independent financial rating services to substantiate the proposing vendor's stability. Proposer firm name is to be included on each financial page submitted.

4.5 IMPLEMENTATION TIMELINE

The proposer shall provide a detailed implementation plan with their proposal. The plan must identify and document detailed requirements/specifications for implementing the proposer's Pharmacy Services System into SRSTC operations. At a minimum, include the following in a project work plan:

4.5.1

A "best case" implementation schedule, to include start date from award of Contract;

4.5.2

Document all requirements and specifications for integration and implementation including process for inventory control, storage of medication and control of scheduled medications purchased by SRSTC.;

4.5.3

Identify any equipment, SRSTC personnel and logistical needs to be provided by SRSTC, if any;

4.5.4

Identify equipment, software, logistical support and personnel available to SRSTC during and after implementation;

4.5.5

Identify process for training of SRSTC personnel. Indicate the types of training to be provided;

4.5.6

Identify how current client prescription database will be transferred to your Contractor-maintained database; and;

4.5.7

Address State staff costs in development of project.

NOTE: DHS/SRSTC may require a readiness review during the implementation process following the vendor's selection.

- a) The vendor shall prearrange and pay for all travel and lodging accommodations for two (2) DHS Department staff members to conduct on-site compliance visit. The vendor is responsible for advance payment of all reasonable transportation, lodging, and/or meal expenses incurred by the Department representatives not to exceed the State of Wisconsin Employee travel guidelines.
- b) After implementation, the vendor shall pay for up to two (2) DHS Department staff members to conduct an on-site compliance visit once per fiscal year as provided in the contract.

4.6 CONTRACT TERMINATION WORK PLAN

Proposer must provide a project termination work plan with their proposal. The work plan must address two different scenarios for termination. The first scenario that must be addressed is turnover to SRSTC to reassume the duties. The second scenario that must be addressed is for turnover to another contractor. At a minimum, vendors must address the following details in your work plan and timetable:

4.6.1

Identify and document the detailed requirements/specification for the turnover of the system to the SRSTC or to the new contractor;

4.6.2

Identify a "best case" termination schedule, to include the effective date of the contract termination or award to a new contractor;

4.6.3

Identify equipment, SRSTC, personnel and logistical needs to be provided by the SRSTC and/or the new contractor;

4.6.4

Identify equipment, software, logistical support and personnel available to the SRSTC or the new contractor during the turnover;

4.6.5

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Identify process for training SRSTC staff or the new contractor's staff and the types of training to be provided; and

4.6.6

Identify how the current client prescription databases will be transferred to either the SRSTC or the new contractor.

4.7 WORK REQUIREMENTS

The proposer's response to the following mandatory work requirements (Sections 4.7 – 4.24) will serve to evaluate the contractor's capabilities for performing the pharmacy work requirements for DHS SRSTC state facility. Failure to respond and address any of the sections below may result in rejection of a proposal. No mention of the Vendor's submitted Cost Proposal (Appendix H SRSTC) may be made in the response to the technical requirements of the RFP.

Proposal responses to the work requirements should include vendor's proposed approach, processes, methodologies, schedules, proposed staffing, technological solutions, and tools for accomplishing the tasks.

In addition, for each of the requirements, identify the level of performance that you propose to achieve. These proposed performance standards should be measurable and, depending upon the requirement, can be described in terms such as timeliness, responsiveness, accuracy, or benefit to clients. A vendor's recommended performance standards are expected to reflect, at a minimum, current industry standards. The actual performance standards that the pharmacy contractor will be required to meet will be specified in the contract and may be based, in part, on the level of performance proposed by the vendor.

4.7.1

Vendor must be available 24 hours a day, seven days per week. The vendor must have adequate, operating equipment to receive orders via facsimile and telephone on an on-going basis.

4.7.2

SRSTC will procure drugs from the State supplier through the State of Wisconsin MMCAP contract. If a vendor can procure drugs through a different supplier at a lessor cost, the state may consider allowing the vendor to make the purchase. Describe your organization's ability, if any, to leverage costs on the purchase of any specific drugs.

Vendors are not allowed to purchase through the State's MMCAP Contract

4.7.3

Vendor will manage and maintain a separate inventory of State supply in their facility. The vendor must have adequate facilities to store the drugs in the proper manner. The manner of storage will be determined by the manufacturer's recommendations at to temperature and humidity. A system for auditing this supply must be in place.

Expiration dates must be monitored monthly and items replaced one month prior to expiration dates.

4.7.4

Medication will be packaged per individual client utilizing an automated packaging system. The vendor must describe in detail the packaging system that would be used. The packaging system must provide the following:

- Each package must list the client name, client number, drug name, and day, date and time of administration
- Medication packs to be delivered in seven-day increments. There will be no more than a one-week supply on hand at SRSTC.

4.7.5

The vendor shall supply a locked contingency kit for the Sand Ridge Health Services Unit. The consultant pharmacist and the Nursing Supervisor will designate the contents of the kit. If no supply of a drug is left in the contingency kit, the drug will be replaced within 24 hours. The vendor will monitor expiration dates monthly of items in the contingency kit and replace items one month prior to expiration date

4.7.6

The vendor will provide a system for emergency pharmaceutical delivery within 90 minutes if requested.

4.7.7

Daily delivery of medications considered non-emergency.

4.7.8

The vendor, in consultation with the Medical Director, will develop a formulary that addresses drug availability.

4.7.9

The vendor will supply a unit dose narcotic system per client using a control cube system. The vendor must describe in detail the specific control cube system that will be supplied and utilized.

4.7.10

Computerized System

The vendor, as part of the comprehensive pharmacy system, shall also provide the following computerized minimum system outputs:

a. System minimum

- 1) Pre-printed Medication Administration Record (MAR) stating the drug name, with dose, frequency, time, day, month and reason for each individual client.
- 2) The MAR shall also denote diagnosis, client name, client number, location, physician, allergies, diet CPR status, and area for notation by MD and RN. Submission of a sample of this form is required

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- 3) An individual narcotic record per Control Cube system
- 4) Pharmacy system will generate Physicians Orders Sheets (POS) for medications, labs, treatments, and miscellaneous physician orders with required client identification data and provide for professional signatures.
- 5) Identification of any drug interactions with medication already prescribed
- 6) The system will also create individualized client counseling information with possible side effects.

b. In addition, describe in detail other computerized services available such as

- 1) Closed loop system
- 2) Remote order entry (CPOE) (e-prescribing) system
- 3) Decentralized medical dispensing cabinet
- 4) Bar-code enabled Medication Administration Record (MAR) to complete a closed-loop medication management
- 5) Electronic MAR
- 6) Online MAR
- 7) Positive client identification
- 8) Real-time drug profiles available to all areas of facility
- 9) ADE Prevention Alerts
- 10) Predefined rules that address drug-lab, drug-dietary in real time
- 11) No manual transcription

4.7.11

The vendor will provide adequate control procedures for preparation of drugs and records. A registered pharmacist must perform accuracy checks. A maximum error rate of 0.1% in filling, labeling, drug dosage and proper placement within each delivery will be tolerated. SRSTC staff will document pharmacy errors. The consultant pharmacist and the Nursing Supervisor will review reports of errors monthly.

4.7.12

The vendor will supply a monthly summary report that provides the following information:

- Client name and client number
- Medication and directions for use
- Medication fill dates for the month being reviewed
- Prescribing physician

4.7.13

All preparation and packaging of all medications shall be performed and supervised by a registered pharmacist and shall be performed in accordance with all applicable State and Federal laws and regulations.

4.7.14

The vendor shall provide on-going consultative pharmacy services up to 8 hours per month on site, as specified by SRSTC. The pharmacist will perform quarterly quality assurance reviews to evaluate services and overall prescriptive practices. A written report of findings will be provided to SRSTC.

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4.7.15

The vendor shall agree to maintain complete confidentiality of all information relating to SRSTC's policies and procedures and client records.

4.7.16

Contractor will have policies and procedures for confidentiality of information and shall maintain SRSTC information as confidential information. (Please submit your policies and procedures for confidentiality of information).

4.7.17

Vendor must maintain complete compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Contract vendor will be asked to sign a HIPAA Business Associate Agreement. (Attachment 2)

4.7.18

The vendor must follow all current National Patient Safety Goals (NPSG)

4.7.19

The vendor must provide for continuous service to SRSTC during the term of the RFP and provide for services of another pharmacist during any absences, vacation and periods when the consultant pharmacist is not available.

4.7.20

Vendor must be able to provide proof of pedigree for all repackaged prescription drugs that are repackaged products distributed outside the chain of normal distribution by sources other than the original manufacturer.

4.7.21

If the state in which your business is located requires pharmacy technicians to be licensed or certified, the pharmacy technicians shall have and maintain throughout the term of the contract the appropriate license. A current copy of all pharmacy technicians' certification or license must be included within the RFP. If your state does not require pharmacy technicians to be license, please indicate that within this RFP section.

4.7.22

Any vendor staff that enters SRSTC will provide SRSTC with a copy of the criminal background check form to the Contractor within fifteen days of signing this contract. SRSTC reserves the right to refuse admission to any staff with or without cause.

4.7.23

Billing:

- Vendor is responsible for all billing of all possible payers. (SRSTC will purchase all drugs through MMCAP.)
- Vendor will bill the state on a cost per prescription per month. Estimated prescription fills per month is 1900/

4.7.24

Vendor shall maintain insurance throughout the term of this contract. Included in the insurance shall be 3 million dollars professional liability, errors and omission insurance, workman's compensation, automobile insurance throughout the term of this contract. **Please provide copies of the professional liability and errors and omission insurance with your proposal.**

4.8 RISK ASSESSMENT/ QUALITY ASSURANCE

State treatment facilities have a critical need for timely and quality pharmacy management services. These facilities are responsible for the well-being of over a thousand state clients each year who have a variety of very serious mental, developmental and physical health care conditions.

Care for the vulnerable populations served, including pharmaceutical care, must be provided without fail every hour of every day. Any lack of performance on the part of a contracted pharmacy vendor may cause significant disruption to this care, and result in serious threats to the health and well-being of clients. Such a situation is unacceptable, and must be avoided.

4.8.1

Provide your organization's assessment of potential risks, and potential impact, on clients under the care of the State facility, to the pharmacy day- to- day service operations, and to the purchasing State agency in the provision of pharmacy management services to the facility.

Your assessment should include strategies your organization has in place, or will implement, to remove or mitigate assessed risks and potential subsequent impact to ensure continued quality responsive pharmacy services to the state facility, and meet the service requirements and contractual obligations.

4.8.2

In addition, describe your organization's approach in managing uncertainties related to environmental or technological disaster, and other threats such as, but not limited to, building fires, pandemic illness, natural and other disasters.

Include items such as a disaster recovery plan and/or a business continuity plan that provide a structure for how your organization plans to continue to meet purchaser's business/contractual needs in the event of the unexpected.

NOTE: It is the proposer's responsibility to thoroughly review this appendix and the main RFP document for any additional submission requirements including all required forms, Appendices, submission format, proposal organization and other pertinent information for RFP completion. If there are any concerns or clarifications needed by the proposer, it is the vendor's responsibility to request this information as described in Section 1.9 of the main RFP document