



**Solicitation Information**  
14 Oct 05

**RFP #B05695**

**TITLE: Pharmacy Program Oversight / Utilization Review**

**Submission Deadline: 15 Nov 05 @ 2:20 PM (EDT)**

Questions concerning this solicitation may be e-mailed, in a **MicroSoft Word** attachment, to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than **28 Oct 05 at 12:00 Noon (EDT)**. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: NO**

**BOND REQUIRED: NO**

**Jerome D. Moynihan, C.P.M., CPPO**  
**Administrator of Purchasing Systems**

Vendors must register on-line at the State Purchasing Website at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us)

**NOTE TO VENDORS:**

**Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.**

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

## **Section 1 – Introduction**

The Rhode Island Department of Administration/Office of Purchases, on behalf of the Rhode Island Department of Corrections (RIDOC), is soliciting proposals from qualified vendors to award a contract to provide oversight and utilization review of the pharmacy program for the Rhode Island Department of Corrections. The award will be for 4 years, subject to annual assessment and availability of funds, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at: <http://www.purchasing.ri.gov>.

No phone calls concerning specifics of this proposal will be accepted by RIDOC Rehabilitative Services, or Medical Services.

This is a Request for Proposals, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **Summary of Request:**

**RIDOC seeks a vendor who will provide the Department with oversight and utilization review for the Department's pharmacy program.**

### **Instructions and Notifications to Offerors:**

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

- Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and may not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Office of Purchases.
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- Offerors are advised that all materials submitted to the State for consideration in response to this Request for Proposals will be considered to be Public Records as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award has been made.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a organization without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401/222-3040). *This is a requirement only of the selected vendor.*
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI
- The Offeror should be aware of the State's MBE requirements, which addresses the State's requirement of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator, at (401) 222-6253 or visit the website <http://www.rimbe.org>

## **Section 2 – Background and Purpose**

### **A. Background**

The Rhode Island Department of Corrections is located on the Howard Complex in Cranston, R.I. There are currently 3500 sentenced and awaiting trial inmates housed in eight facilities on a one-mile square complex. Projected population increases will likely expand the population throughout the next decade. Approximately three percent of inmates are HIV+, and 25% of entrants are Hepatitis C positive. Also, the population is aging. Facilities include the State's only jail for pretrial detainees, six male facilities and two for women offenders. All facilities contain a medical services area, either an infirmary or dispensary. Medical programs at the Department of Corrections are under the administrative management of the Rehabilitative Services Division. Medical programs operate under the direction of the Medical Program Director and the Associate Director of Health Care Services.

The RIDOC has a comprehensive medical services program in place, which includes a pharmacy benefit. All medications and ancillary clinical pharmacy services are currently being provided by an out-of-state correctional facilities pharmacy. The contract with this vendor expires on June 30, 2006. A separate RFP will be issued to provide medication only to the RIDOC facilities commencing July 1, 2006 for a four-year period.

A formulary restricting use of medication when a less expensive alternative exists has been in place since December 1998. All currently FDA approved antiretroviral medications are unrestricted for use by HIV specialists. Mental health treatment is provided to patients by board certified psychiatrists. The RIDOC currently provides approximately 8000 prescriptions per month to its inmate population.

Most medications are dispensed through medication lines at prescribed hours in each of the facilities. Blister packaging is required for all solid, oral medication. The Department also maintains a Keep-on-Person (KOP) medication procedure, requiring the same blister packaging. Inmates may also purchase over-the-counter non-prescription drugs through the store order process in each facility.

## **B. General Purpose**

This RFP is for the provision of oversight and utilization review services to the RIDOC pharmacy program. The services requested will include the following:

Full-time, onsite presence of a Rhode Island registered pharmacist.

Services provided by the contractor will include administration of the pharmacy benefit at RIDOC facilities, oversight of pharmaceutical purchasing for the Department, development of pharmacy policies and procedures, management reporting, waste medication disposal, quality assurance, clinical and formulary services, and oversight of medication administration, storage and inventory, and a computerized pharmacy order entry system.

All services will be provided according to medically accepted community standards of care.

Contractor will provide necessary equipment and administrative support.

All services will be sufficient to meet the Department's needs and are in accordance with all legal requirements, both state and federal.

The contractor will provide direction that meet or exceed the applicable standards of the National Commission on Correctional Health Care (NCCHC) for prisons, and comply with all Rhode Island rules and regulations pertaining to pharmacy services ([www.rules.state.ri.us/rules/](http://www.rules.state.ri.us/rules/)).

**Any vendor providing pharmaceutical products to the RIDOC will be precluded from also providing the management services outlined in this RFP.**

### **C. Program Location**

The contractor shall provide these services at the RIDOC facilities in Cranston, RI. This will include, at a minimum, the presence of a full-time pharmacist/manager. The RIDOC will provide the contractor with office space; fax facilities, phone line and Internet access.

### **Section 3 – Scope of Work**

#### **A. General Description**

The RIDOC requires the full-time on-site expertise of a registered pharmacist manager for the RIDOC pharmacy benefit. At a minimum, the Department expects the contractor to provide a full-time Rhode Island registered pharmacist to provide the listed services. Additional support staff in the form of pharmacy technicians, secretaries and residents necessary to accomplish the listed responsibilities should be included in the proposal. It is envisioned that the on-site pharmacist would assume key roles in pharmacy utilization management, contract oversight and on-site medication distribution. Additional technical support would assist in inventory control and problem resolution.

The primary responsibility of the contractor would be to develop and implement pharmaceutical utilization management strategies for RIDOC. These would include:

- Coordination and quality assurance of computerized and/or manual ordering of prescriptions from the pharmacy product vendor;
- Coordination and quality assurance of receiving medication from the pharmacy product vendor;
- Troubleshooting problems with the provision of pharmaceutical services in all RIDOC units;
- Development of acceptable protocols for the use of pharmaceuticals in RIDOC facilities (clinical protocols);
- Management of the formulary and Pharmacy and Therapeutics [P&T] Committee processes;
- Development of prospective and retrospective drug utilization review systems; and
- Support of nursing, medical and ancillary staff on pharmacy related issues.

Additionally, the contractor would assume responsibility for medication distribution issues within RIDOC facilities, including:

- Supervising medication closets/rooms;
- Obtaining credit (or “recycling”) for unused medication; and
- Assuring complete emergency boxes.

Finally, the contractor would be responsible for oversight and management of the contract for medication from the pharmaceutical product vendor, including:

- Contract compliance;

- Reviewing pharmacy product vendor bills; and
- Resolving service related issues.

## **B. Coordination of Services/Training**

All pharmacy program oversight and utilization review services will be coordinated through the Office of the Medical Program Director and/or the Associate Director of Health Care Services. The vendor will provide training for RIDOC staff relating to their policies and procedures.

## **C. Contractor Responsibilities**

### **1. Program Administration**

The contractor will assume responsibility for the overall operation of the pharmacy program at RIDOC, reporting to the Medical Director and/or the Associate Director of Health Care Services. This will include:

- Pharmacy product vendor contract oversight
- On-call support to RIDOC staff concerning pharmacy related issues
- Assure compliance with State and Federal regulatory requirements
- Assist in the development of pharmacy budgets
- Coordinate pharmacy related accreditation and quality assurance activities

### **2. Policies and Procedures**

The contractor will be responsible for the development, use and evaluation of policies and procedures in RIDOC facilities. This will include:

- Creation and approval of all pharmacy related policies and procedures
- Development of necessary documentation strategies to assure compliance with the polices and procedures
- Training of RIDOC staff with regard to policies and procedures
- Development and monitoring of policies to assure drug security in the facilities
- Creation of disaster and emergency procedures to assure medication access to all RIDOC inmates
- Coordination of a computerized pharmacy order entry system between RIDOC and the selected pharmaceutical product vendor

### **3. Reporting**

The contractor will provide management reports and recommendations based upon raw pharmacy claims data provided by the pharmaceutical product vendor. The vendor should have adequate data analysis experience, as well as the ability to use spreadsheet, word processing and data base software in a PC environment.

### **4. Purchasing**

The contractor will have day-to-day responsible for assuring the cost-effective purchasing and distribution of pharmaceuticals in RIDOC facilities. This will include:

- Development and maintenance of a RIDOC formulary
- Coordination of RIDOC Pharmacy and Therapeutics (P&T) Committee activities
- Utilization analysis to assist P&T Committee members in selecting appropriate formulary products
- Development and maintenance of an inventory control system
- Maintenance of P&T Committee records
- Proper storage of Medication Administration Records
- Development of Quality Assurance reports and documentation
- Providing State and Federal requested documentation as required
- Developing appropriate financial reports
- Conducting pharmacoeconomic analyses, as required, to support medication use in the RIDOC facilities
- Oversight and restocking of medication cabinets
- Maintaining appropriate emergency kits in all RIDOC facilities
- Reconciling medication receipt from pharmaceutical product vendor

### **5. Medication Disposal**

The contractor will oversee the proper crediting and disposal of excess, discontinued or outdated medication. This will require the return of controlled substances to the pharmaceutical product vendor for proper disposal in accordance with all appropriate state and federal laws. The contractor will also be required to properly dispose of all non-controlled excess medication (through an approved medical/chemical waste disposal company) in accordance with state and federal laws.

### **6. Medication Administration**

The contractor will provide sufficient oversight of the medication distribution process to inmates in RIDOC facilities. This will include the development and review of necessary documentation and education of RIDOC employees.

## **7. Clinical Services**

The contractor will develop a clinical and educational program to support the mission of the Medical Program. This will include:

- Development of Disease State Management (DSM) and pharmaceutical care programs
- Development and presentation of medication use programs to inmates
- Involvement in medical, pharmacy and nursing student/resident supervision and teaching, when required
- Creation of clinical guidelines for medication utilization
- Assist in the coordination of any investigation drug use in RIDOC facilities
- Develop a quality improvement program with regard to medication utilization
- Provide / deliver drug information to medical program staff when necessary

## **8. Additional Activities**

The contractor may suggest additional activities that contribute to the development of a quality pharmacy program at RIDOC. This might include the development of a clinical clerkship site at RIDOC, creation of a pharmacy residency program, collaboration with other agencies/organizations on education or research programs, or innovative drug delivery mechanism. The contractor should include the cost of these additional activities in the cost proposal section of the RFP response.

### **D. Requirements: License, Registration, Insurance, and Indemnification**

In addition to the programmatic requirements described, the successful applicant will be required to adhere to the following assurances and contractual requirements:

The contractor's on-site pharmacist must be registered with all necessary State authorities applicable to the pharmacy services described herein.

At all times during the performance of this agreement the RIDOC Contractor will require access to records relating to the vendors performance, and shall have the right to inspect any and all such records as it shall deem necessary for the performance of its duties hereunder, and for the investigation or defense of any and all actions or incidents related to said performance.

### **E. Program Evaluation:**

The Vendor shall pledge to provide RIDOC with assistance with CQI activities, including participation in Medical Leadership Committee meetings if requested, and any subcommittees, which are held on a monthly basis.

## **F. Submission of Bills**

All bills and time records will be submitted monthly to the Associate Director, Health Care Services.

## **G. Security Requirement**

Employees of contractor who must gain entrance into correctional facilities are subject to police record checks; the Department retains the right to refuse entrance to contractor employees with felony convictions. Access to correctional facilities also requires adherence to rigid security rules as far as property search, contact with inmates, etc.

## **H. Termination**

The State of Rhode Island reserves the right to terminate the contract in ninety (90) days upon written notice by either party without cause. With cause, the RIDOC reserves the right to terminate within ten (10) working days. Upon termination, the contractor shall be paid for work satisfactorily complete prior to the date of termination.

## **Section 4 – Pre-Proposal Questions and Proposal Submission**

Questions concerning this solicitation may be e-mailed to the Division of Purchases in accordance with the terms and conditions expressed on page one of this solicitation. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the Help Desk at 401 222-2142, ext. 134.

Interested offerors may submit proposals to provide the services covered by this Request on or before the date & time indicated on page one of this solicitation. Proposals received after this time and date will not be considered.

Proposals must include the following:

1. A completed and signed three-page RIVIP Bidder Certification Cover Form, available at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us). A copy of this document should be in all copies of proposals submitted to the State in reference to this solicitation.
2. A technical proposal describing the background, qualification, and experience with and for similar programs, as well as the work plan or approach proposed for this requirement.

3. A signed, sealed, and **separate** Cost Proposal reflecting the fee structure proposed for this scope of services.
4. **Two copies** of the offeror's complete response to this solicitation is requested in an **electronic format**: CDROM or disk, in Microsoft Office or PDF file formats. The electronic files should be identical to the original hard copy submission. In any variance between the hard copy and the electronic file, the original hard copy takes precedence

The Proposal must contain the following sections:

**a. Executive Summary**

The Executive Summary is intended to highlight the contents of the Proposal and to provide State evaluators with a broad understanding of the offeror's technical approach and ability.

**b. Offeror's Organization and Staffing**

This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each (as well as resumes, curricula vitae, or statements of prior experience and qualification) and the offeror's experience in providing pharmacy services to institutions.

**c. Work Plan/Approach Proposed**

This section shall contain a thorough explanation of all programmatic aspects and services required to complete the "Scope of Work" section. This will include a demonstration of the knowledge and ability to coordinate services with appropriate agencies and businesses. (Letters of agreement, affiliation or support describing relationship and extent of coordination should be appended.)

This section shall describe the offeror's understanding of the State's requirements, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach proposed to be taken for each task, and the technical issues that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each.

**d. Previous Experience and Background (including the following information)**

1. A comprehensive listing of similar projects undertaken especially in the area of criminal justice, institutional, or government programs and/or similar clients served, including a brief description of the projects.

Applicant should provide the company name, address, contact person, and telephone number of at least three (3) client references.

2. A description of the business background of the offeror (and all subcontractors proposed).

**e. Cost Proposal**

A summary of the fee structure for providing the listed services. Pricing for additional or optional services and pricing for four consecutive years should also be included in this section. ***If one price is offered, that price will remain firm for the maximum contract term.***

**f. Minority Business Enterprise (MBE)**

The offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Administration, and/or a subcontracting plan which addresses the State's goal of ten percent (10%) participation by MBE's in all State procurements. Questions concerning this requirement should be addressed to Charles Newton, MBE Officer, at 401/222-6253.

**Proposals**

An original plus five (5) copies of the Proposal should be mailed or hand-delivered in a sealed envelope marked " RFP # B05695 Pharmacy Program Oversight and Review " to:

**By Courier or Mail:**

**RI Dept. of Administration  
Division of Purchases, 2<sup>nd</sup> floor  
One Capitol Hill  
Providence, RI 02908-5855**

NOTE: Proposals received after the above-referenced due date and time may not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered.

## **Section 5 – Evaluation and Selection**

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

<b>Criteria</b>	<b>Possible Points</b>
Capability, Capacity, and Qualifications of the Offeror	40 Points
Suitability of Approach/Methodology Quality of the Work Plan	20 Points
Minority Business Enterprise Consideration Offeror is a registered Minority Business Enterprise, or proposal includes workable plan for use of MBE in subcontractors	5 Points
<b>Total Possible Technical Points</b>	65 Points
Cost Calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 35 points	35 Points
<b>Total Possible Points</b>	100 Points

*Proposals must receive 40, out of a maximum of 65, technical points to warrant further consideration. Technical proposals receiving less than 40 points will not have the accompanying cost proposal opened or evaluated.*

While each of the above criteria will be considered in the decision process, the State reserves the right to award on the basis of cost or technical capability alone, accept or reject any or all bids, and to act in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The ranked findings and selection recommendation will be submitted to the State's Architectural/ Engineering Consultant Services Selection Committee, and forwarded to the Director of Administration for final selection consideration.