Request for Proposal

Pharmacy Services

Issued By: Breton Ability Centre

RFP #: 001

Date Issued: March 3rd 2017

Close Date: March 17th 2017

Closing Time: 16:00 Atlantic Standard Time (AST)

Closing Location: 1300 Kings Rd. Sydney River, Nova Scotia B1S 0H3

If there is conflicting information between this page and the remainder of this document, this page shall prevail and be considered correct.
1. INTRODUCTION

Breton Ability Centre (BAC) is a dynamic not-for-profit organization governed by a Board of Directors. We are a quality organization licensed by the Department of Community Services and certified by Excellence Canada. The organization provides excellence in supports and services for individuals with intellectual disabilities and long term mental health challenges. BAC is committed to its mission to “help change the world for people with disabilities”, the principles outlined in the UN Convention on the Rights of Persons with Disabilities, the Disability Support Program Transformation plan and BAC’s Strategic Plan.

BAC is looking for suppliers (“Suppliers” or “You”) to provide a proposal for pharmacy services for its residents (“Pharmacy Services”), which would include off-site and on-site pharmacy services.

2. ABOUT BAC

As stated above, BAC is a not-for-profit organization for individuals with intellectual disabilities and long term mental health challenges. BAC is comprised of the main facility and operates four (4) community homes. Residential break down as follows:

a. Breton Ability Centre – up to 108 ARC/RRC residents (including 2 respite beds), 1300 Kings Rd. Sydney, NS.

b. Community Home – up to 4 residents, 15 Avalon Dr. Sydney, NS.

c. Community Home – up to 2 residents, 28 MacGuire Dr. Sydney, NS.

d. Community Home – up to 3 residents, 158 Leeside Dr. Sydney, NS.

e. Community Home – up to 3 residents, 16 Military Rd. Sydney, NS.

(Collectively the “Premises”)

Pharmacy Services will be expected to be able to adequately handle approximately 130 residents (the “Residents”).

3. LOCATION

BAC will require the Supplier to have the ability to fill prescriptions for the Residents at its pharmacy location, deliver such prescriptions to the Premises, and provide on-site services at the Premises as described below.
4. FUNDING AND MEDICAL PLANS

Residents of BAC are primarily funded through the Department of Community Services.

5. OBJECTIVE

BAC is requesting proposals (“Proposals”) for Pharmacy Services for its Residents. The contract will be awarded on April 3, 2017, with service to begin on June 1, 2017. The intention is to provide necessary pharmaceutical services to the residents of BAC in a satisfactory and cost effective manner, while also providing value added service to BAC and its Residents.

6. DEADLINE/CLOSING DATE

The deadline for submitting Proposals is March 17, 2017 at 4 p.m.

7. PROPOSAL REQUIREMENTS

A. Dates and locations

i. All Proposals must be in writing, in a sealed envelope clearly marked “BAC – Proposal for Pharmacy Services”, and addressed to Karen Lewis. Failure to properly mark any Proposal as required may result in the Proposal not being considered.

ii. All Proposals must be dropped off in duplicate (two copies).

iii. All Proposals must be dropped off at BAC prior to 4:00 p.m. (Atlantic Time) on March 17, 2017.

iv. All Proposals must be dropped off to the main office of BAC, located in the Breton Ability Centre location, addressed to:

   Attn: Karen Lewis
   Manager, Administrative Services
   Breton Ability Centre
   1300 Kings Rd. Sydney, NS
   B1S 0H3

v. While Proposals may be dropped off at any time prior to March 17, 2017, all Proposals will remain sealed until after the closing date.

vi. When Proposals are dropped off, you may ask for a date stamped receipt as proof of submission.
B. Mandatory information

To be considered, Suppliers must include the following with the Proposal:

i. Provide proof of all appropriate accreditation and educational competencies, licenses, and certifications.

ii. Address where Supplier is located.

iii. Provide proof of insurance and liability coverage in place, including amounts, for general commercial liability, including liability for personal injury and property damage, as well as product liability insurance. BAC requires minimum coverage per occurrence of $5 million.

iv. Provide two (2) references, preferably from organizations to which the Supplier offers similar services as required by BAC.

C. Qualifications and Quotations

In responding to this RFP, please provide information in relation to the following:

i. Provide a detailed timeline from the time of the awarding of the RFP (April 3, 2017) to commencement of the provision of services (June 1, 2017) as to preparations to commence services.

ii. Provide information and background for pharmacy employees including education, experience, and accreditation.

iii. Provide cost estimates for meeting the requirements specified herein including cost per prescription, for providing a pharmacist, on-site training, medication delivery, and other such services

iv. Explain how you intend to provide prescriptions for the Residents either by unit dose (for example - blister or pac med packaging) or otherwise, in accordance with provincial and federal laws and regulations and those set by Medical Services Insurance.

v. Provide information as to how prescriptions for Residents will be tracked, how BAC will be kept informed, ability to identify drug interactions and general management of prescription services at BAC.

vi. Describe your Inventory Management System to ensure sufficient supply of prescriptions for Residents.
vii. Provide the name of a pharmacist who will participate on the Medication Review Committee (meets semi-annually) with the responsibility for developing and directing medication related activities.

viii. Explain how the Supplier would work in conjunction with physicians and the Medical Director to provide appropriate drug therapy, drug strength, interactions with other therapies and adverse drug reactions and cost effectiveness.

ix. Explain how you will provide on-site consultation for staff or residents on related concerns and will provide drug information pamphlets when requested. Minimal on-site presence 1 day per week, with possibility of more required and agreed to, is mandatory as outlined below.

x. Providing support to the facility in developing a medication reconciliation process.

xi. Supporting the facility with Pharmacy Medication Management related Accreditation Standards, and/or Excellence Canada Standard.

xii. How you will adhere to ISMP guidelines and provide facility with alerts and updates.

xiii. How you will provide anticoagulation data management and support.

xiv. Providing assistance to BAC staff to organize medication storage areas as per standards.

xv. Assisting BAC staff with polypharmacy assessments.

xvi. Propose an acceptable method of renewal of prescriptions to BAC.

xvii. Assisting BAC staff in renal function tracking and testing schedules. Assist with medication dose adjustments and recommendations for the renal impaired residents.

xviii. Supply detailed information with respect to any value added compensation, discounts, rebates, or other benefits the Pharmacy could provide to BAC and its residents, including timelines for payment of these value added components to BAC. This is an essential component of any Proposal and will be factored into consideration of any award of this RFP.

xix. If the Supplier has any additional strengths, alternative processes or creative options for providing services to BAC, please include them in your Proposal.
D. Mandatory Requirements

In responding to this RFP, please provide information confirming the Suppliers ability to, and how they intend to, fulfill, the following:

i. Provide 8 complimentary CPS manuals annually to BAC as required or other reference texts as agreed upon.

ii. Supply and maintain 4 medication carts as required at the Premises.

iii. Provide in-service training to BAC staff on drug or health related topics of interest, as required.

iv. The ability of the Supplier to pick up & deliver prescriptions to BAC which requires, at minimum, a daily delivery, and more on occasion. This would include information as to the mode of transportation which shall be an acceptable means of transporting controlled drugs, as well as, delivery during inclement weather such as snow storms.

v. Ability of the Supplier to provide a Pharmacist for on-site attendance at least 1 day per week, with possibility of more as agreed and required.

vi. Provide 24-hour emergency service.

vii. Provide the following computer related reports:

— Daily delivery sheets which list all prescriptions processed on a particular date.
— Physician med review sheets for the resident’s prescription drug refills; including quantities where needed.
— Medication Administration Report Sheets (M.A.R’s) to include quantities
— Detailed monthly prescription charge sheets to be used by BAC for billing appropriate payment agencies (i.e. Co-pay) and specialized computer reports as required for license requirements.

8. TIMELINE

i. March 3, 2017 – RFP issue date

ii. March 6 – March 10, 2017 – interested parties can request a tour of the BAC facility or ask for additional information by contacting Karen Lewis at klewis@cb-bac.ca or 902-539-7640 Ext. 3303

iii. March 17, 2017 – the closing date

iv. April 3, 2017 – the successful candidate will be awarded the contract.

v. BAC reserves the right to make any changes to the timeline outlined herein.
9. SUPPLIER ACKNOWLEDGEMENTS

The Supplier of any Proposal confirms and acknowledges:

i. That any inquiries or communications with Karen Lewis, contact representative for BAC, in relation to this RFP, or responses thereto, shall not be binding on BAC unless the request by the Supplier is in writing and Karen Lewis’s response, on behalf of BAC, is in writing.

ii. BAC reserves the right to reject any or all Proposals or cancel this RFP at any time, to re-open this RFP and to issue a new RFP at its sole discretion and without penalty.

iii. BAC is not bound to accept the lowest priced Proposal and reserves the right to accept any Proposal which it may consider to be in its best interest.

iv. BAC reserves the right to waive formality, informality or technicality in any proposal. However, failure to provide any of the requested information herein may result in the Proposal being considered incomplete and thus disqualifying the Proposal from consideration.

v. Upon the award of this RFP to the successful Supplier, it will be expected to enter into a Contract for Services outlining the terms herein, terms of the successful Proposal, and other terms and conditions as required.

vi. The Supplier must disclose in its Proposal if any non-arm’s length relationships exist between the owner or employees of the Supplier, with senior managers, or board members of BAC. The Supplier acknowledges that BAC reserves the right to disqualify any Supplier that, in BAC’s sole opinion, has an actual or potential conflict of interest or an unfair advantage in respect of this RFP, whether now existing or potentially existing at some point in the future.

vii. All Suppliers placed on the short list may be required to give a presentation to the Selection Committee at a date and time to be set by BAC, and answer questions as posed by the Selection Committee.

viii. In all matters relating to this RFP and any Contract which may be awarded, the Supplier will comply with all applicable legislation and regulation.

ix. The Supplier is responsible for all insurance requirements for itself, and any pharmacist or staff/employees, who may be injured on the Premises and will save harmless and indemnify BAC for any costs, expenses, claims, etc. that it may be subject to as a result of any injury to any Supplier pharmacist or employee on the Premises.
x. That the Supplier is in compliance with all necessary provincial and federal legislative and statutory certification, licensing, insurance, or other requirements, including but not limited to the *Controlled Drugs and Substances Act*, S.C. 1996, c. 19.

10. TERM

BAC requires a contract for a period of five (5) years, running from June 1, 2017, to May 31, 2022. The Term may be subject to renewal for one (1) additional one (1) year terms, as agreed by the parties and as per any agreed notification requirements.

11. CONFIDENTIALITY, PRIVACY AND COMPLIANCE

The Supplier agrees and acknowledges the following:

i. That it will, on its own behalf and on behalf of its employees, agents and other representatives, hold, from this point forward, all information concerning the affairs of BAC which may be communicated to the Supplier from time to time or to which the Supplier may have access, as well as, the particulars of any resulting Contract, confidential and further agrees not to disclose or use said information without the consent of BAC.

ii. Notwithstanding the foregoing, nothing in this section shall be construed to prohibit disclosure where required by law.

iii. The Supplier acknowledges that in the performance of this Agreement it may obtain information concerning individuals which information is subject to protection in accordance with applicable legislation and regulation including, without limiting the generality of the foregoing, the Personal Health Information Protection Act (“PHIPA”), the Personal Information Protection and Electronic Documents Act (Canada) (“PIPEDA) and any other applicable Act or Regulation. The Supplier agrees to safeguard any such information in accordance with all such legislation/regulation and use same solely to comply with its obligations under this Agreement.
12. EVALUATION

Proposals to this RFP will be evaluated on the following basis:

<table>
<thead>
<tr>
<th>Item (itemized list and examples are not an all-inclusive list, but are provided for information only)</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Knowledge and Understanding</strong> <em>- Demonstrating knowledge of the needs of BAC and its residents</em></td>
<td>0 - 20</td>
</tr>
<tr>
<td>- Experience in servicing similar clientele</td>
<td></td>
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<tr>
<td><strong>Customer Service</strong> <em>- Demonstrating commitment to customer service</em></td>
<td>0 - 30</td>
</tr>
<tr>
<td>- Innovative ideas and processes to meet current and future needs of BAC and its Residents</td>
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<tr>
<td>- Service quality standards</td>
<td></td>
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<tr>
<td><strong>Compensation and Cost</strong> <em>- Cost of providing a qualified pharmacist on site as required</em></td>
<td>0 - 30</td>
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<tr>
<td>- Cost per prescription</td>
<td></td>
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<tr>
<td>- Cost for on-site training etc. as required</td>
<td></td>
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<td>- Value added benefits available to BAC, including proposals for streamlining rebates etc.</td>
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<tr>
<td><strong>Skill Competence and Ability</strong> <em>- Number of qualified staff</em></td>
<td>0 - 20</td>
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<tr>
<td>- Qualifications and background of staff</td>
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<tr>
<td>- Ability to meet requirements</td>
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<tr>
<td>- References</td>
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<td><strong>Total Score</strong></td>
<td>/100</td>
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13. This RFP and any resulting Contract shall be governed by, and interpreted pursuant to the laws of the Province of Nova Scotia, without regard to the conflict of law provisions therein and the Courts of the Province of Nova Scotia shall have exclusive jurisdiction.