

CTMHMR, dba
Center for Life Resources

Community Based Services
P.O. Box 250
Brownwood, Texas 76804
Phone 325-646-9574
Fax 325-646-9188

Request for Proposal for:
PHARMACEUTICAL SERVICES

PROPOSALS WILL BE RECEIVED UNTIL 5:00 P.M. ON FEBRUARY 28, 2011
LIMITATIONS OF FUNDING NOT TO EXCEED \$350,000

PURPOSE

The Center for Life Resources (Center), a contract service of the Texas Department of State Health Services (DSHS) and the Texas Department of Aging and Disability Services (DADS), is seeking a request for proposal (RFP) for the provision of medication and pharmacy services to consumers of the Medication Clinic in the seven counties served by the Center. The contract term will be from April 1, 2011 to August 31, 2012 unless terminated sooner in accordance with Texas Administrative Code, Chapter 412, Subchapter B. The entity that is awarded the contract will sign a contract to provide services under the regulations of DSHS and DADS.

SERVICES TO BE PURCHASED AND METHOD OF PAYMENT

The Center anticipates providing medication and pharmacy services to approximately 400 consumers who meet the priority population definition. The priority population is defined as those groups of persons with mental illness and mental retardation identified in DSHS and DADS current strategic plan as being most in need of mental health and mental retardation services. These consumers are served in the following counties: Eastland; Coleman; San Saba/Mills; McCulloch; Comanche; and Brown.

Specialized Services To Be Provided:

1. Sufficient employees, equipment, stock medication and medication purchasing capacity to handle the volume to insure that "turnaround" time from receipt of medication order to shipping pick-up shall be prior to the end of the next business day. Delivery shall be within two business days from time of pick up by carrier, subject to any delays caused by carrier.
2. Monthly statements that include the consumers' names, name of medication, number of tablets/capsules dispensed, the costs, and name of the party billed (i.e., Medicaid, private insurance or The Center). In addition, medication utilization reports that include prescription numbers and consumer I.D. numbers, the contents of which will be delineated by the Center.

3. A quality improvement program which addresses medication dispensing errors and adverse medication reactions. The respondent will provide evidence that the medication dispensing error rate will not exceed 5%. In addition, the respondent must maintain a level of satisfaction to be deemed as acceptable by the Center's consumers and staff by a satisfaction survey.
4. A mechanism for refill authorization for consumers that require weekly or monthly monitoring.
5. A toll-free telephone number and toll-free fax number, as well as a pharmacist available during regular business hours as a consultant to consumers and staff regarding medications, side-effects, and food/drug interactions and to provide written medication education materials to consumers.
6. A participant in the Clozaril National Registry, Clozaril Program, and the Clozapine Generic National Registry.
7. A method to distinguish consumers for whom the Center will be paying for medications from those with third party billing benefits. The respondent should have a system to bill the third party (Medicaid, private insurance) and to interface with community physicians and the Center's physicians to maximize the availability of medications for these individuals. This process should include six (6) month prescriptions and "reversing out" in order for the most expensive prescriptions to be paid by the third party.
8. A procedure for filling prescriptions and billing those medications authorized by the Center.
9. For confidentiality purposes, only pharmacy personnel and when appropriate, data entry personnel, will have access to information regarding whether an individual is a consumer of the Center. There will be no overt designation that an individual is a consumer.
10. A process to supply the Center with consumers' IM medications, and provide "stock" IM medications such as Haldol Decanoate, Prolixin Decanoate, and Cogentin for "emergency" use in either unit doses or multiple dose vials, whichever is requested.
11. A method to separate and dispense prescriptions in one, two, three, or four weeks supply as indicated by individual consumer need.
12. A means of utilizing the Center's forms and procedures for prescribing and refilling medications.
13. Substitutions for brand name medications can be accepted where such substitutions result in the same quality level. Only Grade-A generic or name brand substitutions are acceptable but are open to medical and pharmaceutical consideration. Brand name or generic substitutions must be indicated and identified as a substitution and accompanied by the substituted NDC (National Drug Code) number.
14. Other requirements as defined by the department (e.g., delivery charges, mailing charges, pharmacy inspections of site and pharmacy reviews).
15. A process to immediately notify DSHS, DADS, the Center, and consumers of any defective product/recall information upon discovery.
16. Accept pharmaceutical promotional vouchers for payment.
17. The respondent will provide at their own expense any and all equipment, property, insurance, taxes, and any other item necessary to perform the services and requirements outlined.

Method of Payment:

The entity that is awarded the contract shall bill for medications authorized by the Center and provide monthly statements that include the consumers' names, name of medication, number of tablets/capsules dispensed, the costs, and name of the party billed (i.e., Medicaid, private insurance or The Center). Payment for services and/or products will be made within 30 days of receipt. Billing information must be received and verified by the Center's Accounting Department.

RESPONDENT ELIGIBILITY REQUIREMENTS

Respondent and staff shall demonstrate competency in performing all required contracted services:

1. Respondent shall be licensed by the State of Texas. A pharmacist in charge shall be licensed as a preceptor as well as a registered pharmacist by the Texas State Board of Pharmacy.
2. Respondent shall provide evidence of compliance or ability to comply with relevant DSHS and DADS rules.
3. Respondent shall provide evidence of accessibility.
4. Respondent shall provide evidence of financial solvency.
5. Respondent shall provide evidence of business and/or professional liability insurance.

ASSURANCES

1. Respondent shall have no conflict of interest and meets the standards of conduct requirements pursuant to Texas Administrative Code, §412.54(c) relating to Accountability.
2. Respondent shall not be currently held in abeyance or barred from the award of a federal or state contract.
3. Respondent is not delinquent in a tax owed the state under Chapter 171, Tax Code, pursuant to the Texas Business Corporation Act, Texas Civil Statutes, Article 2.45.

CRITERIA FOR EVALUATION OF PROPOSALS

The following criteria will be used to evaluate and make a contract award:

1. Following the instructions and meeting the requirements as specified in the RFP.
2. The Center shall consider all relevant factors in determining best value, which may include:
 - A. any installation cost;
 - B. the delivery terms;
 - C. the quality and reliability of the respondent's goods or services;
 - D. the extent to which the goods or services meet the Center's needs;
 - E. indicators of probable respondent performance under the contract, such as past offeror performance, the respondent's financial resources and ability to perform, the respondent's experience and responsibility, and the respondent's ability to provide reliable maintenance agreements;
 - F. the impact on the ability of the Center to comply with laws and rules relating to historically underutilized businesses or relating to the procurement of goods and

- services from persons with disabilities;
- G. the total long term cost to the Center of acquiring the respondent's goods or services;
- H. the cost of any employee training associated with the acquisition;
- I. the effect of an acquisition on the Center's productivity;
- J. the acquisition price;
- K. whether the respondent can perform the contract or provide the services within the contract term, without delay or interference;
- L. the respondent's history of compliance with the laws relating to its business operations and the affected services and whether it is currently in compliance;
- M. whether the respondent's financial resources are sufficient to perform the contract and to provide the services
- N. whether necessary or desirable support and ancillary services are available to the respondent;
- O. the character, responsibility, integrity, reputation, and experience of the respondent;
- P. the quality of the facilities and equipment available to or proposed by the respondent;
- Q. the ability of the respondent to provide continuity of services;
- R. the ability of the respondent to meet all applicable written policies, principles, and regulations; and
- S. any other factor relevant to determining the best value for the Center in the context of a particular acquisition.

CONTRACT AWARD

1. The Center may make changes to an RFP prior to the date designated for submission of proposals if everyone who has obtained an RFP is notified of the changes and is provided equal opportunity to respond.
2. Any changes to a proposal must be made by the respondent in writing and must be received by the Center prior to the submission date and time.
3. After the proposal submission date, the Center may obtain clarification or confirmation of information submitted in a proposal if such information is necessary to complete the award process; however, no respondent may be given information that would give that respondent a competitive advantage over any other respondent.
4. Negotiations may be conducted with a respondent to complete the procurement process or to complete an evaluation of a proposal.
5. Proposals received will be considered all inclusive for all costs associated with the provision of proposed services and/or products. Award may be made without further negotiations.
6. If only one proposal is received that may be considered for award, the Center and the respondent may negotiate the contract requirements as necessary to complete the procurement process.
7. If more than one proposal is received that may be considered for award, the Center may negotiate to further evaluate proposals and to select one or more respondents for award; however, no respondent may be given information which will give that respondent a competitive advantage over any other respondent.
8. The Center must keep all information contained in proposals confidential until a contract has been awarded.

9. The Center may validate any information in a proposal by using outside sources or materials.
10. A panel consisting of management, clinical, and/or accounting staff will make evaluation and award selection.
11. The award of a contract procured through RFP must be made in accordance with Texas Administrative Code, §412.55(c) relating to Contract Procurement.
12. The Center will not be bound to act by any previous communications, other than this RFP and state law.
13. Notice of Awards: The selected respondent will receive written notice of award from the Center.
14. The Center may cancel an RFP without award.

IT IS EXPECTED THAT THE CONTRACT WILL BE AWARDED ON April 1, 2011 OR AS SOON THEREAFTER AS PRACTICAL.

SUBMISSION OF QUESTIONS CONCERNING PROCUREMENT

Questions concerning the procurement process may be directed to Melody Sweeney, Contracts Department, at (325) 643-3363, extension 247.

6. Names and Qualifications of Staff who would be providing services. *In addition, please include copies of current applicable certifications and/or licenses.*

7. Describe your entity's facilities, equipment, and information systems that support the services you propose to provide (fax, computer hardware, operating system, network applications, software supports, automated filing, etc.).

8. Describe your entity's ability to provide the services within the period required, without delay or interference.

9. Describe your entity's history of compliance with the laws related to your current business operations and whether your organization complies with such laws. If not, please explain.

10. Describe your entity's ability to comply with relevant DSHS and DADS rules, policies, principles and/or written regulations.

11. Describe your entity's financial resources that assure the ability to perform the contract and to provide the services. *Please include copies of the entity's current operating budget and evidence of liability insurance.*

12. Please supply the name, address, telephone number, and contact person of three business references for whom you currently provide services.

BUSINESS REFERENCE _____
ADDRESS _____
TELEPHONE NUMBER _____
CONTACT PERSON _____

BUSINESS REFERENCE _____
ADDRESS _____
TELEPHONE NUMBER _____
CONTACT PERSON _____

BUSINESS REFERENCE _____
ADDRESS _____
TELEPHONE NUMBER _____
CONTACT PERSON _____

COMMENTS

Please make any additional comments that you deem important regarding your ability to provide services below or as an attachment to this RFP.

Signature, Title

Date