

LANARK COUNTY

A red maple leaf logo is positioned over the word "LANARK" in the county name.

REQUEST FOR PROPOSAL

FOR

Pharmacy Services

September 28, 2006

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GENERAL INFORMATION

1.1 Purpose

The goal of this Request for Proposal (RFP), is to provide pharmacy services, and applicable supports, for residents who reside at Lanark Lodge of the Corporation of the County of Lanark (herein known as the County) located at 115 Christie Lake Road, Perth, Ontario.

The Ontario Ministry of Health and Long Term Care (MOHLTC) requires that all such services meet the requirements of the College of Pharmacists of Ontario and all applicable long-term care regulations and standards, and this RFP sets out those terms and conditions.

The review committee for this proposal will consist of the Director of Finance, the Information Technology Project Manager, the Director of Care from Lanark Lodge, two Registered Practical Nurses (RPN) and a Registered Nurse (RN)/Nurse Manager.

1.2 Background

The County operates a long-term care home, near the Town of Perth, herein known as Lanark Lodge. Lanark Lodge operates under the “Homes for the Aged and Rest Homes Act”, and the “Long Term Care Act”.

Lanark Lodge is a 163 bed long-term care facility. The resident population is primarily a geriatric population and includes a 43 bed special care unit for people with dementia. The facility is a preferred provider of long-term care in Lanark County. There are about 180 full and part-time employees who provide nursing, personal care, recreation and leisure services, restorative care and accommodation services.

Lanark Lodge is a unionized workplace.

The requirement of the Ministry of Health and Long Term Care is that Lanark Lodge of the Corporation of the County of Lanark select and enter into a Service Contract with a pharmacy service provider, which is accredited by the Ontario College of Pharmacists. The selected vendor must render quality pharmacy services which meet the College of Pharmacists of Ontario requirements and applicable Ministry of Health and Long Term Care Program Standards.

In the CCHSA Accreditation report, Pharmacy services have been identified as those requiring improvements to facilitate maximizing

efficiency, and effectiveness within Lanark Lodge. There is tremendous opportunity for maximizing scope of practice, and leadership functions, for registered staff at Lanark Lodge, with efficient systems of medication delivery.

A collaborative approach to reducing medication utilization would benefit both operational efficiency, and resident quality of life.

Electronic systems of medication administration now in development, and being piloted, have huge potential in quality management systems at Lanark Lodge.

Lanark Lodge's model of care delivery will be evolving to a Neighbourhood based model of primary care provision, with 4 Neighbourhoods. Neighbourhoods will have an RPN as an immediate team leader, with the support and supervision of RN staff, fully utilizing this team member's skills.

Lanark Lodge is planning implementation of a new Resident Care planning and documentation database. This system may potentially be web based. The County envisions all considered electronic systems having the ability to interface with each other.

1.3 Confidentiality of Information in the RFP

Any information furnished to vendors under this RFP is for the sole purpose of responding to this RFP. All information provided is considered to be confidential by the Corporation of the County of Lanark in accordance with their obligations under the Personal Health Information Protection Act and the Municipal Freedom of Information and Privacy Act.

The Health and prospective bidders shall have a fiduciary obligation to keep all such information confidential. Reproduction of any part of this RFP is authorized only for the preparation of your response.

1.4 Scope of Requested Proposals

The Lanark Lodge of the County of Lanark Service Contract Terms and Conditions will include, but not limited to:

- 1) A term not to exceed January 31, 2010.
- 2) The pharmacy will show evidence of a sound and historical experiential base in Long Term Care, and will demonstrate historical innovations in serving Long Term Care, and a commitment to future innovations in service delivery of pharmacy services in Long Term Care.

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- 3) The pharmacy agrees to provide medications to the residents residing at Lanark Lodge in accordance with all applicable Federal and provincial laws, and Long Term Care standards as set out by the Ministry of Health and Long-Term Care.
- 4) The pharmacy will be an active and significant contributor, to Lanark's Lodge's Quality Management Program. This program will be reflective of the home's policies and procedures, as well as the standards of the MOHLTC, and the Canadian Council of Health Standards Accreditation (CCHSA).
- 5) The Pharmacy will provide necessary equipment, education, and documentation supports to implement an effective and efficient multi-dose medication administration system.
- 6) The selected pharmacy service provider is required to be qualified and comply with current professional standards and must demonstrate verbal and written fluency in English.
- 7) The pharmacy will demonstrate a commitment to full electronic implementation and integration of medication ordering, administration, and documentation systems.
- 8) Pharmacy will demonstrate its ability to provide medications and supports in event of emergency or disaster.
- 9) Pharmacy will demonstrate its level of participation in planning for influenza season.
- 10) Pharmacy will demonstrate its commitment to provision of ongoing education to staff at Lanark Lodge.

1.5 Proposal Content

Your Proposal will include but not be limited to the following information:

- 1) Describe your services capacity to render quality, innovative pharmacy services with reference to the above cited requirements and which meet the College of Pharmacists of Ontario requirements and applicable Long Term Care Standards.
- 2) Outline how your service will meet the requirements set out in Section 1.4.

- 3) Set out your services and a detailed implementation plan for the delivery of pharmacy services to residents of Lanark Lodge. This includes but is not limited to:
 - a) Implementation of new medication administration system including provision of equipment, set up of such equipment, and education for all registered staff of manuals, systems and documentation processes.
 - b) Date service can commence
 - c) Assurance of Qualified Staff including qualifications and experience of the pharmacists(s) including but not limited to clinical areas of expertise, experiential base in geriatric medication use, teaching experience, and experience in participation in Quality Management programs.
 - d) State the bidder's position on confidentiality and ownership of data, security of the data, and intrusion protection, back up policy and procedures, provisions for data in the event of the sale or dissolution of the Company or contract termination.
 - e) State mode and frequency of delivery of medications.
- 4) Copy(s) of staff professional licenses, pharmacy license, proof of liability insurance and WSIB coverage required.
- 5) Any other features or services offered by bidders which will assist in the successful implementation of pharmacy services and which have not been specified can be outlined.
- 6) The bidder must provide three references from current clients with their contact names and telephone numbers. The bidder must ensure that the references are aware that they may be contacted as a reference.
- 7) Short listed bidders may be requested to provide additional information and/or be requested to provide a presentation to the evaluation committee.

1.6 Conflict of Interest

Conflict of interest and the potential for conflict of interest occurs when a pharmacy service provider must resolve circumstances in which the duty of care that the pharmacy service provider owes to his or her patient is compromised or potentially compromised by a secondary interest that conflicts with the best interests of the a patient. In all such circumstances

the pharmacy service provider must place the best interests of the patient preference to the secondary interest.

The Municipal Conflict of Interest Act and the Lanark Lodge Conflict of Interest Guidelines for Long Term Care will be used to resolve any real or perceived Conflicts of Interest.

2 SUBMISSION CONDITIONS FOR PROPOSALS

Proposal submissions must meet the following conditions:

2.1 Proposal Content

Proposals can be in any desired format and content. However for evaluation purposes, they **shall include** the following:

1. A response to the County requirements as stated in the previous Section 1.0.
2. Completeness of the submission. (Significant omissions to the above proposal content requirements will negatively affect the evaluation.)

2.2 Proposal Terms and Conditions

Proposals must be kept open for acceptance until **March 31, 2007**, to provide time for any delay in the approval process.

The County may, in their absolute discretion, select a shortlist of bidders, irrespective of the proposal evaluation criteria.

Following the Proposal Review by the County of Lanark, short listed bidders will be invited to an interview.

At that time, short listed bidders must be prepared to submit licensing and references within five working days of written notice.

The County of Lanark reserves the right to clarify short listed proposals.

Following the evaluation of the proposal and the interview, the Pharmacy Review Committee may select a preferred bidder, and make a recommendation to Community Services Committee of the County of Lanark, and upon their recommendation to County Council.

The decision will be made based on an assessment of all criteria.

Such recommendation is subject to the final approval of Lanark County Council, which may accept, amend, or reject such recommendations in their absolute discretion.

The County of Lanark may accept any of the Proposals they receive, or may accept none, as they see fit in their absolute discretion.

The County of Lanark reserves the right to cancel this RFP at anytime without penalty or cost to the County, and/or to reissue this RFP in its original or a revised form.

The County of Lanark will not be responsible for any costs incurred by prospective bidders in the preparation of proposals, presentations, or demonstrations.

2.3 Proposal Submission

Proposals shall be delivered no later than **October 27th 2006**

Proposals received after this time will not be considered, and returned unopened.

Four (4) paper copies of the Proposal document, plus an electronic copy on CD, are to be mailed or delivered (No fax) to:

**The Finance Department
County of Lanark
Box 37, Sunset Blvd.
99 Christie Lake Road
Perth, ON K7H 3E2**

Attention: Tammy Wolters, Treasurer

2.4 Bidder Confirmation Form

2.4.1 Please complete the attached **Bidder Confirmation Form, Appendix A and the Bidder Declaration Form Appendix B**, and return to the issuer by **October 13th 2006**. **Appendix C is to be returned with the proposal no later than October 27, 2006.**

2.4.2 Any subsequent information regarding the RFP will be directed **only** to those who have registered their intention to submit a proposal through a Bidder Confirmation Form.

2.5 Questions or Requests for Additional Information

Rather than having a Bidder's Meeting, the County will deal with questions regarding the RFP and the County's pharmacy service needs, or any other related questions as follows:

2.5.1 Questions or requests for additional information or clarification, should be submitted in writing by e-mail (or fax) by **October 20th 2006** to:

Tammy Wolters
Treasurer
County of Lanark
E-mail: twolters@county.lanark.on.ca
Fax: (613) 267 – 2964

2.5.2 Any questions submitted, which in the County's discretion may affect the content of the RFP, will be answered by e-mail or fax to all **registered** bidders.

2.6 RFP Timetable

RFP Issued	October 2, 2006
Intent to Bid	October 13, 2006
Closing date for Questions	October 20, 2006
Closing Date for Bid	October 27, 2006
Public Opening Council Chambers	November 1, 2006
County Council Proposed Approval	November 22, 2006
Implementation	January 2007

3 EVALUATION OF PROPOSALS

3.1 Proposal Evaluation Criteria

The submitted proposals will be evaluated based on a number of criteria including the following:

- a) Experiential base and skills in Long Term Care, history and commitment to innovation.
- b) Proposed system of medication delivery is effective and efficient, with appropriate education and supports
- c) Demonstrated commitment and skills in contributing to a strong, and collaborative, Quality Management program, and education within the home.

Bidders may be selected for short listing and interviewing. If this occurs, the short-listed bidders must be prepared to submit all licensing and agree that references may be contacted.

The County of Lanark reserves the right to clarify short listed proposals, and secure modifications to meet their individual desired needs.

3.2 Awarding of Contract

Evaluation and a bidder selection will be finalized by the Lanark County Pharmacy Review Committee.

The Recommendation regarding the successful bid recommended by the Pharmacy Review Committee will go to the Community Services Committee of County Council, and upon their recommendation to County Council;

Submission would then be made to Lanark County Council for final review and approval of provider selection, and the authorizing by-law, should Council decide to proceed.

It is expected that the Council decision will be made on November 22 2006, and communicated to the bidders following the meeting in writing. However, the County reserves the right to change this date should more time be required to evaluate the proposals appropriately.

Upon awarding the contract based on the information submitted in proposals received, the County reserves the right to work with the successful provider to modify any of the components outlined in this RFP that are agreeable to all parties.

The successful bidder will not have the right to assign the contract, nor any interest therein, nor to subcontract the supply of any product or performance of any service, without written consent of the County of Lanark.

The successful bidder shall indemnify and hold the County harmless from and against any liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by any acts or omissions either in negligence or in nuisance whether willful or

otherwise by the County, it's agents, officers, employees or other persons for whom the County is legally responsible.

3.3 Confidentiality of Proposals

All information submitted in proposals shall be kept confidential by the County of Lanark, subject to the provisions of *the Municipal Freedom of Information and Protection of Privacy Act* –RSO 1990, c. M 56, as amended (MFIPPA) and the *Health Information and Protection of Privacy Act* (HIPPA).

Accordingly, all documents provided to the County in response to this RFP may be available to the public unless the submitting party requests that the information be treated as confidential.

All information is subject to MFIPPA, and may be subject to release under the Act, notwithstanding your request to keep the information confidential.

4 APPENDICES

APPENDIX A	Bidder's Confirmation Form
APPENDIX B	Bidder's Declaration
APPENDIX C	Bidder Information

APPENDIX A

Bidder's Confirmation Form

NAME or
COMPANY _____

Intends to respond to the Request for Proposals for the provision of
Pharmacy Services at Lanark Lodge, Perth Ont., County of Lanark.

Direct all correspondence to:

Name: _____

Title: _____

Company: _____

Address: _____

Phone: _____

Fax: _____

E-mail: _____

SIGNED: _____

**FAX THIS FORM NO LATER THAN 3:00 P.M. October 13, 2006
TO:**

**Tammy Wolters
Treasurer
Finance Department
County of Lanark**

Fax: (613) 267 – 2964

APPENDIX B

Bidder's Declaration

To: THE CORPORATION OF THE COUNTY OF LANARK

I/We _____

(title/position)
or _____
(name of firm)

1. DECLARE that no person, firm or corporation other than the one who's signature or the signature of whose proper officers is attached below, has any interest in this proposal or in the Contract proposed to be undertaken.
2. FURTHER DECLARE that this proposal is made without any connection, knowledge, comparison of figures or arrangement with any other company, firm or person making a proposal for the same work and is in all respects fair and without collusion or fraud.
3. FURTHER DECLARE that no employee of the County of Lanark, or any Member Municipality, or Member of Council and their families is, or will become interested directly or indirectly as a contracting party or otherwise or in the performance of the Contract or in the supplies, work or business to which it relates or in any portion of the profits thereof, or of any such supplies to be used therein or any of the monies to be derived there from.
4. FURTHER DECLARE that the several matters stated in the said proposal is in all respects true.
5. FURTHER DECLARE that I/We have verified the requirements of the proposed service, and offer to enter into a Contract to provide all of the service and all supplies/equipment mentioned and described or implied therein, under the provisions set forth.
6. AGREE that this offer is to continue open for acceptance until the formal Contract is executed by the successful Bidder.

Signature of Witness

Signature of Authorized Officer

Name of Witness (print)

Name of Authorized Officer (print)

Dated At _____ Month _____ Day _____, 2006.

APPENDIX C

Bidder Information

Company Legal Name:

Public Company ___ Partnership ___ Private Company ___

Established _____

Name of Principal:

Title:

Company:

Address:

Phone:

Fax:

E-mail:

Proposed Implementation Team: (Provide Resumes of Experience)

1. Name _____ Title _____

Role _____ Planned Hours _____

2. Name _____ Title _____

Role _____ Planned Hours _____

3. Name _____ Title _____

Role _____ Planned Hours _____