



# Corrections and Community Supervision

## Request for Information (RFI) #2022-16

### Automated Pharmacy Services

<b>Issued:</b>	<b>July 26, 2022</b>
<b>Questions Due:</b>	<b>August 9, 2022 by 3pm</b>
<b>Answers to Questions:</b>	<b>on or about August 16, 2022</b>
<b>Response Due Date:</b>	<b>August 30, 2022 by 3pm</b>

## 1.0 INTRODUCTION

The New York State Department of Corrections and Community Supervision (DOCCS), guided by the Departmental Mission, is responsible for the confinement and rehabilitation of approximately 31,000 individuals under custody held at 44 state facilities.

The Contract Procurement Unit (CPU) for DOCCS is seeking information from vendors who provide centrally operated Automated Pharmacy Systems to provide prescribed medications to DOCCS' incarcerated population.

## 2.0 PURPOSE

The purpose of this RFI is to acquire information regarding the interest and capabilities of vendors that can provide a centrally operated Automated Pharmacy System or provide an interface solution to operate the current automated setup. The purpose of this service is to maintain DOCCS prescription filling capacity to efficiently meet the medication needs of DOCCS incarcerated population.

Interested entities experienced and capable of providing a centrally operated Automated Pharmacy System should respond to this RFI by sending the information requested in Section 4 and Attachment A.

This RFI is an inquiry only. No contract or agreement will be made from the results of this RFI.

Responding to this RFI is entirely voluntary and will in no way affect DOCCS' consideration of any proposal submitted in response to a subsequent solicitation.

## 3.0 INQUIRIES

All inquiries shall be sent via email to the following address: [DOCCScontracts@doccs.ny.gov](mailto:DOCCScontracts@doccs.ny.gov), please include "RFI #2022-16" in the subject line of your email. **Inquiries are due by 3pm on August 9, 2022.**

**This is not a bid. Please do not request bid documents.**

## 4.0 INFORMATION REQUESTED

DOCCS is seeking a centrally operated Automated Pharmacy System, with a focus on efficient high-volume processing of prescription refills of oral solid (countable) dosage forms as well as topical, bulk, unit-dose and unit of use medications from one central location to be delivered to our correctional facilities statewide. The automated system will be interoperable via a system interface, with DOCCS host pharmacy system used to manage medications. All communication between systems must comply with current HL-7 and NCPDP SCRIPT standards.

**Responses should include the following requested information:**

4.1 Description of System Functionality: Documentation should be provided that is descriptive of the functions supported by the system. Existing service and product literature and prepared marketing materials may be included; however, this information is less useful than a more detailed user and technical document. Please include information on the following, where applicable:

- a) The individual, itemized automated steps of the overall process (overview)
- b) User & Administrator training, system documentation and help functions
- c) Staffing requirements – roles/titles and number of staff per Rx volume/range.
- d) System Support options

4.2 Description of Technical Design: Respondents should provide information about overall system design including, as applicable, the following:

- a) Hardware Requirements and Specifications
- b) Operating system/software environment
- c) Physical security features
- d) Detailed network requirements and protocols
- e) Data Security protocols
- f) Database environment and storage
- g) Description of the user interface, including screens for all functions of the system
- h) Description of the installation process
- i) Description of application security and auditing features
- j) Detailed interface requirements
- k) Enhancement, updates and bug fix process

4.3 Description of Service, Product Support and Maintenance: Respondents are requested to comment on the following where applicable:

- a) Manuals
- b) Onsite and Offsite training
- c) Helpdesk Operations
- d) Frequency and acquisition of upgrades
- e) User feedback procedures
- f) 24/7 and 365 support procedures
- g) Warranty, returns and exchanges

4.4 Estimated Charges - Pricing: As this document is an RFI, cost can only be estimated. Information on charges will be used for budgeting and planning purposes only – this is not a bid opportunity. All pricing assumptions should be identified including any initial costs, yearly costs, quarterly costs, hourly costs and recurring costs.

4.5 Delivery of Service: Respondents are requested to comment on the following, where applicable:

- a) How long does infrastructure take to install if required?
- b) How soon does the system become available to facility staff?

**Responses should also include the completion of Attachment A which requests specific information regarding the following:**

- Part 1 – Business Information
- Part 2 – Experience
- Part 3 – Specific Questions
  - a) Automation
  - b) HL& FHIR and SCRIPT Standard Compliance
  - c) Drug File
  - d) Formulary Management
  - e) Inventory Control
  - f) Label
  - g) Logging
  - h) Med Cart Function
  - i) Med Profile
  - j) Patient Demographics
  - k) Prescriber File
  - l) Prescription Processing
  - m) Reports
  - n) System Administration
  - o) Sig Code Files
  - p) Security
  - q) Software Licensing
  - r) Software Updates
  - s) Software User Interface
  - t) Specialty Services
  - u) Support
  - v) User File
  - w) Automated Equipment Provided
  - x) Located in NYS?
  - y) Licensed in NYS?
  - z) Distinguishing Characteristics

This RFI invites input and ideas on such services as well as rough cost estimates. Interested entities experienced and capable in providing such product/services should respond to this RFI by sending the information requested in this section and completing Attachment A.

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## **5.0 INDUSTRY DAY**

DOCCS may host an Industry Day meeting for vendors that have an interest in having their products considered for use in its correctional facilities. The date and time of this meeting will be announced later based on the responses received from this RFI.

## **6.0 SUBMISSION OF RESPONSE**

A point of contact for each respondent should be provided, including name, address, email, and phone number. Responses should contain the information requested in Section 4 and submission of Attachment A is required.

Responses can be emailed or mailed.

Emailed responses should be labeled as “RFI #2022-16 Automated Pharmacy System” in the subject line of the email and sent to: [DOCCSContracts@doccs.ny.gov](mailto:DOCCSContracts@doccs.ny.gov)

Mailed Responses should be labeled as “RFI #2022-16 Automated Pharmacy System” and addressed to:

NYS Department of Corrections and Community Supervision  
Support Operations – Contract Procurement Unit  
Attn: Andria Piliari-White  
550 Broadway  
Menands, NY 12204

**Responses are due by 3:00 pm on August 30, 2022.**

Responders to this RFI will not be precluded from responding to a future solicitation.

## **7.0 RFI RESPONSE CLARIFICATIONS**

DOCCS may seek additional information (clarifying or otherwise) regarding any of the respondents’ services following the receipt of the RFI responses. Information may be sought via telephone or email communication.

## **8.0 DISCLAIMER**

This RFI is not a contract offer and it is not an open solicitation for any services but rather an informational inquiry by DOCCS. This RFI does not commit DOCCS to award a contract, pay any costs incurred in preparing a response, or to procure or contract for services or supplies. Qualified entities are encouraged to respond to this RFI; however, failure to submit a response will not impact a respondent’s ability to submit a response to any future competitive solicitation process (if any) for projects. Respondents are advised that all costs associated with responding to this RFI will be solely at their expense. There are no representations or warranties regarding the accuracy or completeness of the information contained in this RFI. Respondents are responsible for making their own evaluation of information and data contained in this RFI and for preparing and submitting responses to this RFI.

## **10.0 PROCUREMENT LAW**

Since this is not a solicitation that will result in a contract, it does not fall under procurement lobbying law; therefore, there is no restricted period.