

New York State Department of Corrections and Community Supervision

RFI 2022-16 – Automated Pharmacy Services

Questions and Answers Posted 9/2/2022

All responses are incorporated into RFI 2022-16.

Question #	Corresponding RFI Section	Bidder's Question	Answer
1	General	<p>This solicitation appears to warrant a “system” (product) rather than services, but with at least a couple of references to an interface on the document, it is not entirely clear.</p> <p>1) Could you clarify if this is seeking a product or strictly services?</p> <p>2) Based on the response to the inquiry, could there be participation virtually?</p>	<p>1) DOCCS is open to either a product-based solution and/or a service-based solution.</p> <p>2) This question is unclear and therefore, the Department cannot provide a response.</p>
2	General	Has funding been reserved or a budget been allocated for this project as of yet?	This question is not relevant to this RFI.
3	General	If the RFI does proceed to an RFP is there a timeline that the department is hoping to follow in regards to an RFP release?	<p>Should DOCCS decide to issue an RFP, It will be posted on the NYS Contract Reporter https://nyscr.ny.gov/ and DOCCS website: https://doccs.ny.gov/procurement-opportunities.</p>
4	General	Is there currently an incumbent contract fulfilling this requirement?	No.
5	General	What automation system is currently in use at the NYSDOC Central Pharmacy?	DOCCS has 3 Parata Max Express robots and a puck-based conveyor system. Hardware/infrastructure formerly utilized to run a McKesson HVS recirculating conveyor system.
6		What is the medication packaging produced by current automation? Example : Is it a patient specific punchcard, a multidose strip package, or some other format?	120cc Amber Vial and Cap

7		What is the typical number of days for the dispensing cycle?	30 days
8		Are KOP (Keep on person) medications being produced and supplied from the central pharmacy?	Yes.
9		Are there any satellite pharmacies within any of the 44 correctional facilities?	Yes.
10		Are there any pharmacy techs employed within any of the 44 correctional facilities?	Yes.
11		Would NYSDOC consider a medication delivery model to include remote dispense/facility based automation capable of producing a patient specific packet at the designated facility?	DOCCS is interested in hearing about all options presented by vendors through this RFI.
12		What is your current PMS and what are the interface specs?	The Pharmacy Management Software system is CIPS.
13		Expected volumes – what is the script volume per day? How many scripts per shift? 1 shift or multiple	Volume is up to 5,000 scripts per day-one shift.
14		Solid Orals – Is there a velocity report available? If not, % of solid orals vs unit of use, compounds, specialty, etc..	No.
15		Building layout? .. size for fulfillment area	The dimensions of the fulfillment area are 150 x 100 feet.
16		Are there any R.Ph to Tech ratio requirements	Yes.
17		Does New York State intend to install and operate it's own technology for central fill or is NYS considering outsourcing to a vendor that has the capability to manage the technology interface, filling, and delivery logistics on behalf of the state?	DOCCS intends to operate the pharmacy but outsource technology/logistics.
18		What is the current average number of prescriptions per inmate?	No historical data is available at this time.

19		<p>1) What is the average days supply for each prescription? 2) Please provide a percentage of total prescriptions filled for the following categories;</p> <ul style="list-style-type: none"> a. Oral Solids b. Bulk Unit of use products- Non-Refrigerated (i.e. creams, inhalers) c. Bulk Unit of use products- Refrigerated (i.e. insulin) d. Schedule 2 Controlled Substances e. Schedule 3-5 Controlled Substances f. Specialty Medications 	<p>1) 30 days 2) a. ~70% b. ~30% c. none d. none e. none f. none</p>
20		<p>Will oral solids need to be dispensed in standard cap and vial packaging or will unit dose punch cards and/or strip packaging (pouch packets) need to be utilized? If all styles of packaging are to be utilized for oral solids what is the percentage of cap and vial vs punch cards vs strip packaging.</p>	<p>DOCCS Central Automated Pharmacy was set up for and utilized vial and cap packaging.</p>
21		<p>Will each state prison facility follow a standard packaging & labeling method?</p>	<p>Yes.</p>
22		<p>How many deliveries per day per facility does NYS expect?</p>	<p>One per day per facility</p>
23		<p>Will finalized prescriptions be delivered back to a NYS operated pharmacy with in each prison?</p>	<p>Yes.</p>
24		<p>What are the expectation of NYS for STAT and emergency backup provisions? Can subcontractors be used to meet this need?</p>	<p>DOCCS has access to local pharmacies and state contracts for emergency backup and stat meds.</p>
25		<p>How will drug procurement be handled and who will manage the contract?</p>	<p>NYS DOCCS handles procurement and contracting.</p>
26		<p>Is there any additional detail you can provide on the type of system you would like information on?</p>	<p>DOCCS is interested in all vendor offerings through this RFI.</p>
27		<p>Is this an order consolidation, pack and verify type of application?</p>	<p>No.</p>

28		Average number of prescriptions per patient?	No historical data is available at this time.
29		Estimated average scripts per shift? a. Year 1? b. Year 3?	a. Up to 5000. b. Up to 5000.
30		Approximate hourly peak capacity requirements?	1,000 scripts.
31		Can you provide a list of NDCs dispensed over the last 3-6 months? a. We'd like to analyze the last 3-6 months of data b. We'd like an excel file showing the NDC number and the total number of scripts filled for the NDC. Most systems can export a report to excel for this data.	No historical data is available at this time.
32		How many facilities are involved?	One central fill site (Marcy, NY) servicing 44 NYS Correctional Facilities.
33		Are there any special cut-off times?	Yes- multiple per day; additional cut off time for end of day shipping process.
34		Any specific label requirements? a. Can you provide a sample of the label requirements?	Yes. a. No.
35		Any specific vial or bottle requirements or preferences?	DOCCS is interested in all vendor offerings through this RFI.
36		Cap requirements?	DOCCS is interested in all vendor offerings through this RFI.

37		Paperwork requirements? a. Will paperwork be printed at Centra Fill?	Yes. a. Yes.
38		Any specific prescription packaging requirements?	Yes- by location/patient/med type. Under existing setup, oral solid medications packed manually or by robot into prescription bottles. Filled orders are sorted and bagged into patient orders and boxed for shipment to destination facility.
39		Number of NDCs supported?	Unlimited.
40		Do you have any Inventory Management requirements?	Yes. Pharmacy (CAP) must conduct at least an annual inventory due to Internal Controls directives. Inventory and usage reports should be easily administered at the user level.
41		Will you fill controls at the Central Fill? a. If yes, do you require a second pharmacist to verify the counts?	No.
42		Do you require a pharmacist to verify all fills? For example, if the robot cells are verified during the replenishment process, will you still require a pharmacist to perform PV 2 prior to pack-n-ship?	Yes.
43		Any cold chain / specialty products involved?	No.
44		Please describe the "current automated setup" referenced in the RFI.	Hardware/infrastructure formerly utilized to run a McKesson HVS recirculating conveyor system. See response to Question 5 above.
45		What host pharmacy software is currently used to manage prescriptions and inventory?	Fusion/Kalos CIPsv9.

46		What mail systems will be used? (i.e. UPS, FedEx, Endicia/USPS)	Multiple systems.
47		Can DOCCS provide a vSphere/ESXi 6.0+ VM environment, or should we plan on dedicated on-premise servers?	Vendor should provide answers to both VSphere and on-premises solutions if they are able to.
48		Do you have a space identified for the Central Fill pharmacy? If so, please provide more details about the space. How large is it? Is it an open floor plan? Can you provide a CAD file of the space? Where is it located?	See response to question #15 above.
49		When will funding for this project become available?	This question is not relevant to this RFI.
50		Please describe the process(s) and automated system(s) currently being used by DOCCS for providing prescribed medications to DOCCS' incarcerated population. This would include any current centralized run systems or hub level systems.	Multiple facility-based pharmacies provide hub service to facilities by region. One central fill pharmacy (Marcy, NY) provides refills to all facilities state-wide. See response to question #5 above.
51		Please describe the current medication administration workflow(s) / method(s) for non-controlled and controlled medications. For example, do you currently utilize mobile med-carts with patient profiles pushed from cell to cell to administer meds? Do you currently utilize any "Will-Call Pickup Window" processes where incarcerated persons line up for patient specific med-passes at a pickup window? Do any of the incarcerated persons currently self-administer via "keep on person" medication vials?	All of these workflows are utilized in DOCCS facilities (dependent upon the facility).
52		Will this new Centralized Automation system service all 44 facilities noted in the RFI documentation? Will that be for all Maximum and Medium security facilities or a subset? Is it possible to get a listing of all facilities that will be serviced by this Centralized Automation System?	Yes- a list of all DOCCS facilities and their locations can be found at https://doccs.ny.gov/find-facility
53		From the RFI document section 2 Purpose, please describe the theory of operation for the alternative to providing a centrally operated Automation Pharmacy System. There is a reference to " or provide an interface solution to operate the current automated setup ". Can you explain what this means or how this would work?	DOCCS is interested in all vendor offerings through this RFI.

54		Please provide a percentage breakdown of prescription refills vs. new prescription fills.	100% refills.
55		What vendor does DOCCS currently utilize for their host pharmacy information system? Are there any plans to change host pharmacy vendors as part of this project?	DOCCS currently is under contract with Fusion/Kalos CIPS v9. Future plans would be dictated by NYS procurement process and DOCCS needs.
56		Please describe the level of automation required for any refrigerated products? (Software WorkFlow only vs. Software and hardware/robotics)	None.
57		Please provide details pertaining to any Hazardous Packaging requirements.	Hazardous packaging is currently handled offline.
58		Will there be daily deliveries to each of the facilities from the Centralized Automation System?	Yes. See response to question #22 above.
59		How does DOCCS ship to each of the facilities? UPS, FedEx or State owned/run courier fleet?	See response to question #46 above.
60		Please provide a breakdown of initial go-live volume demand for total number of scripts to be processed daily that will fulfill all orders.	Up to 5,000 per shift, one shift/day.
61		Please provide a forecasted average expected growth rate for the total number of orders for the next 5 years after the initial go-live.	DOCCS is unable to predict as this is dependent on multiple factors.
62		Is there going to be a Warehouse Management System that the Automated Pharmacy System will need to be integrated with (above and beyond a typical Shipping System interface/integration)?	Automated Pharmacy System will need the capability of accessing current DOCCS warehouse system (CIPS v9) for placing daily orders to Central Warehouse.
63		Please provide the current top-200 moving oral solid (pill meds) in terms of Rx's per day?	No historical data is available at this time.
64		Based on current peak days/times, can DOCCS please describe what a peak system demand scenario would look like? Meaning the busiest hour(s) on the busiest day(s) of the week.	~1,000 prescriptions per/hr.

65		Does DOCCS expect a steady arrival rate of prescriptions into the system, or do they expect them to be concentrated in busy waves?	No, prescriptions are managed in waves.
66		Are there any plans to expand the utilization of the new Automated Pharmacy system to provide mail order services to incarcerated persons that have been released / on parole or mail order services to NYDOCC employees? Any consideration to expand servicing additional State run departments (i.e. psychiatric care)	Not at this time.
67		Please provide a CAD .dwg file that provides detailed footprint of the space that has been allocated for this central-fill automation project. Has the scale and accuracy of the CAD .dwg drawing been validated/verified?	See response to question #15 above.
68		Will this new Automated Pharmacy system be installed into an existing facility or will there be a new building constructed for this project?	Existing facility in Marcy, NY.
69		If a CAD .dwg file is not available, can DOCCS provide a general diagram Visio file with square foot allocation for automation for both initial go-live and any future expansion plans?	See response to question #15 above.
70		If available, please provide a high-level milestone schedule for RFI RFP Vendor Award Target Go-live date for the new Automated Pharmacy central-fill solution.	See response to Question 3 above
71		Please provide a total dispensing history for the last 6 months (NDC, Drug name, Qty Rx, Qty pills dispensed).	No historical data is available at this time.
72		Please provide a high level breakout of your oral solids, unit of use, other dispense types in general percentages to allow us to understand your dispensing profile for system design (Example: Tablets/Capsules: x%, Unit-of-Use: x%, x% refrigerated, x% controls, x% hazardous, etc)	See response to question #19 above.

73		<p>1) Please describe your current workflow for fulfilling controlled medication based orders.</p> <p>2) Are there any plans to improve that workflow as part of this project?</p>	<p>1) Controlled medication based orders are provided by facility-based pharmacies or other outside vendor pharmacies.</p> <p>2) No.</p>
74		<p>Please describe all of the needed forms of medication delivery needed by this Automated Pharmacy System. For example – 30 day or 90 day patient specific/labeled vials for tablet refills/maintenance meds Patient Specific Blister Packs/Cards Compliance Pouch packaging</p>	<p>Refer back to RFI section 4.0 and responses to questions #7 and #19 above.</p>
75		<p>Does DOCCS need compliance packaging automation for multi-dose pouch packages or for repackaging from bulk bottle to single dose pouches?</p>	<p>No.</p>
76		<p>Under current visitor policies at DOCCS, will vendors have the option to present their proposed solutions in-person or will it be remote based presentations only?</p>	<p>To be determined at a later date.</p>
77		<p>What is DOCCS average Rx's Per Patient Order?</p>	<p>No historical data is available at this time.</p>
78		<p>How many total sortation points/totes will be needed (i.e. 1 per facility or multiple sortation/delivery totes needed per facility)?</p>	<p>Unknown at this time- would be dependent on solution proposed.</p>
79		<p>Will the Hazardous Drug Receiving Area be used for ISP 800 drug storage only or will dispensing take place in there?</p> <p>a. If only storage, will the intent be to have the dispensing of USP 800 drugs in a secure/controlled space?</p>	<p>USP 800 drugs only.</p> <p>a. Yes.</p>
80		<p>How does DOCCS currently handle same day fill requirements?</p>	<p>DOCCS utilizes facility-based pharmacies or other outside vendor pharmacies.</p>
81		<p>How does DOCCS currently handle onsite first dose/emergency dose scenarios for meds needed by patients that are not currently on their medication profile?</p>	<p>DOCCS utilizes facility-based pharmacies or other outside vendor pharmacies.</p>
82		<p>What is the quickest turn-around time required for the system from verified order receipt from Pharmacy Information System till available to be shipped out?</p>	<p>Same day, ~ 2 hrs (late waves).</p>
83		<p>What percentage of orders do you anticipate being high-priority / must be filled and shipped within the same day (or sooner)?</p>	<p>100%, all must be shipped the same day.</p>

84		Can you describe the planned hours of operation for this pharmacy operation (i.e. one shift per day 8-5 M-F) and how many actual hours of production will occur within each shift (taking breaks and lunch into account)? Will these hours of operation continue to be the same in the future or are there plans to expand operational hours by extending hours or adding shifts to meet increased demand?	Currently one 8 hr shift per day (daytime hours) Monday – Friday only. Hours would likely remain the same.
85		What will initial fulfillment volumes be (Rx/Day)	See response to questions 13 above.
86		What will maximum fulfillment volumes be (Rx/Day)	See response to questions 13 above.
87		How many hours will fulfillment activities be conducted per day?	~8 hour shift currently with a 7.5 hour operation considering lunch.
88		What is the ratio of countable oral solid medication Rx to Unit of Use items (ie: 60:40, 80:20, etc.)?	~70:30
89		Can the pharmacy team elaborate on the growth estimates over the next 5 years?	No historical data is available at this time.
90		Can you confirm the pharmacy information system being used with any potential plans of moving to another system in the future?	and DOCCS needs. See response to question #55 above.
91		Can the pharmacy team provide dispensing inventory data from the past 3 to 6 months labeling the NDC, package qty, refrigerated, and if possible control medications?	No historical data is available.
92		Are we able to receive a CAD with appropriate dimensions?	See response to question #15 above.
93		What is the anticipated Go-Live timeline for the automated solution?	Would be dictated by NYS procurement process and DOCCS needs.
94		Will a vendor need to fill out an IT Risk assessment as part of this stage?	Yes.
95		Will a Business Associate Agreement need to be reviewed as part of this stage?	No.
96		Will the pharmacy team be interested in reviewing automation used to dispense blister cards, unit of use, unit dose pouch, and multi-med pouch to be used in the same high volume system along with vial filling automation?	DOCCS is interested in all vendor offerings through this RFI.
97		How many scripts are filled each day? How many shifts per day and days per week do you operate? and are there multiple shifts in one day to fill all the scripts?	See response to questions 13 and 84 above.

98		<p>Can we get the transaction, or can you provide us the summary of the mix profile:</p> <ul style="list-style-type: none"> a. How many NDC's b. % vial fill or oral dosage dispensed per day c. % unit of use ea day filled <ul style="list-style-type: none"> a. % unit dose <ul style="list-style-type: none"> i. Define unit dose packaging b. Average script per patient order 	<ul style="list-style-type: none"> a. Unlimited NDC's b. ~ 70% vial c. ~ 30% unit of use/bulk <ul style="list-style-type: none"> i. No U/D packaging done b. unknown
99		<p>Can you explain how you use Med Cart in your facility?</p> <ul style="list-style-type: none"> a. Are there any specific requirements you're seeking to support Med Cart? 	This question is not relevant to this RFI.
100		What is your current automation technology?	None.
101		<p>Are you currently operating a central fill site?</p> <ul style="list-style-type: none"> a. Are there any specific requirements your looking for in a Central Fill site? 	<p>No.</p> <ul style="list-style-type: none"> a. DOCCS is interested in all vendor offerings through this RFI.
102		Is there a need for compliance packaging?	No.

