



STATE OF TENNESSEE  
TENNESSEE STATE VETERANS' HOMES BOARD

**REQUEST FOR INFORMATION # 32399-01216-EO  
AMENDMENT # 2  
FOR PHARMACY SERVICES**

DATE: January 19, 2016

RFI # 32399-01216-EO IS AMENDED AS FOLLOWS:

1. This RFI Schedule of Events updates and confirms scheduled RFI dates.

	EVENT	TIME	DATE	UPDATED / CONFIRMED
1	RFI Issued		December 28, 2015	Confirmed
2	Written Questions (to be submitted to the RFI Coordinator via e-mail)	2:00 p.m.	January 4, 2016	Confirmed
3	State Responds to Written Comments		January 11, 2016	Confirmed
4	RFI Proposal Deadline via e-mail	2:00 p.m.	January 19, 2016	Confirmed
5	Tentative Vendor Demos		February 1-4, 2016	Updated



STATE OF TENNESSEE  
 TENNESSEE STATE VETERANS' HOMES BOARD

**REQUEST FOR INFORMATION # 32399-01216-EO  
 AMENDMENT # 1  
 FOR PHARMACY SERVICES**

**DATE:** January 11, 2016

**RFI # 32399-01216-EO IS AMENDED AS FOLLOWS:**

**1. This RFI Schedule of Events updates and confirms scheduled RFI dates.**

EVENT	TIME	DATE	UPDATED / CONFIRMED
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4 RFI Proposal Deadline via e-mail	2:00 p.m.	January 19, 2016	Confirmed
5 Tentative Vendor Demos		January 25-28, 2016	Confirmed

**2. State responses to questions and comments in the table below amend and clarify this RFI.**

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

QUESTION / COMMENT	STATE RESPONSE
1 With regard to Question #1 on the RFI Cost Informational Form, are you looking for actual dollar amounts or just the unit format?	We are looking for the appropriate pricing methodology, i.e., price per unit and related discount. Actual dollar amounts will be requested in the RFP.
2 Is there a certain format that we should utilize or that you would prefer when we submit our RFI responses (i.e. e-mail, paper copy in a sealed envelope, etc.)?	RFI responses should be submitted by e-mail.
3 How are pharmacy services provided today to your long-term care facilities? Is there an on-site 24/7 pharmacist on staff and is there a physical pharmacy location on site at any of the sites? Or do you utilize automated dispensing cabinets (for instance Pyxis) which are filled by an offsite retail location? Or do you utilize a remote pharmacy service of some sort to verify pharmacy orders?	NuScriptRx currently provides pharmacy services to the TSVHB facilities. There is no onsite pharmacist. The pharmacy delivers daily. We use the E-Med stat system and also use a back-up pharmacy. NuScriptRX verifies pharmacy orders and provides a pharmacy consultant.

QUESTION / COMMENT	STATE RESPONSE
4 (Vendor) discovered that clients typically fail to address almost 1/3 of their overall pharmacy costs, including generic dispense rate, therapeutic interchange, Part D non-covered charges, split billing and unused medications. In light of those findings, what are the top three cost containment issues facing the Tennessee State Veterans' Homes that (Vendor) can address that will be the most impactful for your facilities?	Absence of a meaningful formulary Therapeutic interchange Sending the wrong meds without crediting Sending too many meds without credits Limiting quantities of meds sent Implementing EMAR
5 How many deliveries each day will meet your needs (including weekends)?	One unless something is ordered that is not available in auto system; then a local backup pharmacy will be needed.
6 Do drivers need special security clearance or access to the grounds/facilities?	No.
7 How late in the day do you accept medication deliveries?	Normal deliveries need to be by 11 am, but otherwise there is no time limit.
8 Would it be an advantage to you to have a medication dispensing unit onsite for emergent and first-dose administration as needed?	Yes.
9 Are there any other technologies in addition to PointClickCare that are important to you regarding interfacing of which we need to be aware?	No.
10 Will you share your typical insurance mix percentages regarding your patients for Medicare A, private insurance and state-reimbursement insurance for each of your four locations?	Knoxville: 41% private; 10% Medicare A ; 28% Medicaid; VA 19%; other 2% Murfreesboro: 28% private; 8% Medicare A ; 39% Medicaid; VA 25%; other > 1% Humboldt: 34% private; 9% Medicare A ; 28% Medicaid; VA 28%; other 1% Clarksville: New facility, has just admitted its first 5 residents. All 5 are private pay.
11 What is the length of the contract term that you are seeking?	3 years
12 Can you please provide details around the contract decision making process for the Tennessee State Veterans' Homes?	Request for Proposals will be released in February. The TSVHB follows the State's processes and procedures for releasing and processing RFPs.
13 Do any of the Tennessee State Veterans Homes currently have a pharmacy located onsite? Have any of the State Veterans Homes ever had a pharmacy onsite?	Yes.
14 Are any of the 4 VHA options for "Provision of Prescribed Medications to Eligible Veterans in State Veterans Nursing Homes" being utilized? If so, which option?	Yes. Option 4.
15 What do you like most and least about the	Positive: The ability to view medication profiles.

QUESTION / COMMENT	STATE RESPONSE
current arrangement of pharmacy services?	Weekly dose packs. Negative: Data entry errors and late delivery of medications. Follow up procedures for controls. Service, cost, can't get credits timely.
16 Does the TSVHB want to retain and hold the pharmacy licenses?	No.
17 Do you currently use PointClickCare for medication administration? If not, is there any electronic method for administration of medication?	No. No.
18 Is there separate pharmacy software (such as QS/1) that is interfaced with a medication administration program?	No.
19 What is the current pharmacy billing software?	None. Vendor is responsible for billing.
20 Do the Tennessee State Veterans' Homes currently receive the full VA State Home Per Diem of \$103.61? If claiming an amount below that, how much of the per diem is collected monthly?	Yes.



**STATE OF TENNESSEE  
TENNESSEE STATE VETERANS' HOMES BOARD**

**REQUEST FOR INFORMATION  
FOR  
PROVISION OF PHARMACY SERVICES**

**RFI # 32399-01216-EO  
DECEMBER 28, 2015**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, TENNESSEE STATE VETERANS' HOMES BOARD ("TSVHB") issues this Request for Information ("RFI") for the purpose of gathering information regarding the current industry standards and best practices / marketplace for the provision of pharmacy services at the long-term care facilities operated by the TSVHB. We appreciate your input and participation in this process.

**2. BACKGROUND:**

The Tennessee State Veterans' Homes Board is seeking information to assist in the development of a RFP for the provision of pharmacy services at the long-term care facilities operated by the TSVHB. The primary purpose of these facilities is to provide support and care for honorably discharged veterans who served in the United States armed forces, their spouses, and gold star parents. The TSVHB currently operates three 140 bed long-term care facilities. These facilities are located at 345 Compton Road in Murfreesboro, Tennessee; 2865 Main Street in Humboldt, Tennessee; and One Veterans Way in Knoxville, Tennessee. The TSVHB also operates a fourth facility with 108 beds, located at 250 Arrowood Drive in Clarksville, Tennessee. In addition, plans are underway for the construction of future facilities in Bradley County and Shelby County.

**3. COMMUNICATIONS:**

3.1. Please submit your response to this RFI to:

Pamela Hayden-Wood, Director of Risk Management  
Tennessee State Veterans' Homes Board Executive Office  
345 Compton Road, Murfreesboro, TN 37130  
P.O. Box 11328, Murfreesboro, TN 37129  
Telephone Number (615) 225-1804  
Facsimile Number (615) 898-1619  
[phayden-wood@tsvh.org](mailto:phayden-wood@tsvh.org)

- 3.2. Please feel free to contact the TENNESSEE STATE VETERANS' HOMES BOARD with any questions regarding this RFI. The main point of contact will be:

Pamela Hayden-Wood, Director of Risk Management  
 Tennessee State Veterans' Homes Board Executive Office  
 345 Compton Road, Murfreesboro, TN 37130  
 P.O. Box 11328, Murfreesboro, TN 37129  
 Telephone Number (615) 225-1804  
 Facsimile Number (615) 898-1619  
[phayden-wood@tsvh.org](mailto:phayden-wood@tsvh.org)

- 3.3. Please reference RFI # 32399-01216-EO with all communications to this RFI.

**4. RFI SCHEDULE OF EVENTS:**

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		December 28, 2015
2.	Written Questions (to be submitted to the RFI Coordinator via e-mail)	2:00 p.m.	January 4, 2016
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5.	Tentative Vendor Demos		January 25-28, 2016

**5. GENERAL INFORMATION:**

- 5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.
- 5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.
- 5.3. The State will not pay for any costs associated with responding to this RFI.

**6. INFORMATIONAL FORMS:**

The State is requesting the following information from all interested parties. Please fill out the following forms:

<b>RFI #32399-01216-EX</b>	
<b>TECHNICAL INFORMATIONAL FORM</b>	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	BRIEF DESCRIPTION OF EXPERIENCE PROVIDING PHARMACY SERVICES IN LONG-TERM CARE FACILITIES
4.	DESCRIPTION OF SPECIFIC SERVICES OR FUNCTIONS YOU WOULD PROVIDE, INCLUDING INTERFACING WITH POINTCLICKCARE EMR.

<b>COST INFORMATIONAL FORM</b>	
1.	Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2.	Describe the typical price range for similar services or goods

<b>ADDITIONAL CONSIDERATIONS</b>	
1.	Please provide input on alternative approaches or additional things to consider that might benefit the State: