RFI 31176 PHARMACY AUTOMATION SYSTEM FOR PRESCRIPTION FULFILLMENT SERVICES

ADDENDUM I

QUESTIONS & RESPONSES

1. Can you provide a 90 day dispense profile?

Response: See data provided.

1. Can you find out for me what the anticipated daily and weekly prescription volume requirements will be for the central fill system in the RFI? We’d like to know what the starting point is when a system opens initially but also what growth they anticipate as well.

Response: The ask for RFI responses is to provide estimated costs to built out automation to support 2,000 prescriptions/day (8-10 hour shift). Initial volume day 1 is anticipated to be approximately 650 prescriptions/day. Our desire (and scope of this RFI) is to build out capacity for 2,000 to support future initiatives.

1. What is the anticipated mix of prescriptions; oral solids filled vs. unit of use. –

Response: See data provided.

1. Will there be any controlled substances in the fulfillment center?

Response: YES

1. Will they want to fill refrigerated medications?

Response: YES

1. Will this be only central fill, or will they want to also be doing mail order? If both, what would be the anticipated mix.

Response: Both, and the mix will shift over time as 100% of our system mail order will shift to this automated facility initially, while central fill utilization will increase incrementally each year. Current 5-year projection begins with 50% mail order, 50% central fill in year 1. By year 5, the volume mix is projected at 28% mail order, 72% central fill.

1. Average number of prescriptions per patient order

Response: 1.88 rx/order

1. What is their projected breakdown of the 2,000 scripts per 10 hour shift for the following categories:
	1. % of prescriptions represented by oral tablet/capsule prescriptions: This is needed to understand the total number of prescriptions eligible for robotic dispensing
		1. % of prescriptions represented by the top 350 oral tab/caps: This is needed to estimate # of robots and the number of oral tablet/capsules filled manually
	2. % of prescriptions represented by manufacture unit packages: (non cold chain)
	3. % of prescriptions represented by cold chain products:
	4. % of prescriptions that are control substance:
	5. % of prescriptions that will require temperature sensitive packaging: this is a combination of cold chain prescriptions and non cold chain that require temperature sensitive packaging.

Response: See data provided, which is all prescription volume from all of our pharmacies, but should be representative of the relative distribution of these categories.

1. Will you print paperwork for all prescriptions at the CSC (monographs, patient education leaflets, etc) –

Response: YES, although we assume that automation systems will not be able to print monographs for central filled prescriptions at the point of sale at pick-up location. If the vendor provides a different workflow, please describe in your response. Otherwise we assume we will be printing all paperwork at the CSC.

1. If yes, will you require the verifying pharmacist to print paperwork & verify all paperwork prior having a pharmacy technician package the order for shipment or will you allow paperwork to be printed at packing where a pharmacy technician or ancillary staff person works.

Response: We will allow paperwork to be printed by a technician at packaging if we are comfortable that there is sufficient barcode scanning, technology, or workflow settings deployed to reduce errors related to mismatched paperwork.

1. Will you process all payments prior to releasing the order to the production fulfillment system?

Response: Not necessarily, as we understand that different systems may have different capabilities. If this is a differentiator with your solution, please include supplemental information with your response.

1. % of prescriptions mailed direct to the patient home.

Response: This percentage will shift over time. Current 5-year projections have mailed direct/central fill ratio at 50%/50% in year 1. As we increase utilization of central fill across our enterprise, that ratio shifts to 28%/72% by year 5.

1. # of retail locations (originating pharmacies) the CSC will ship prescription orders back to.

Response: Currently 12, with plans to add 2 more locations by the time a CSC would be operational.

1. Does the 2.000 sq ft include drug storage shelving & refrigeration necessary for fulfillment?

Response: 2,000 would need to support the shelving to store inventory necessary to quickly refill the automated machines. All drug inventory outside that (refrigerated products, topicals, etc) will not be stored within the 2,000 sq ft.

1. Is there a separate warehouse from fulfillment (2,000 sq ft) dedicated for shipping/receiving and finished good staging?

Response: The overall space within the facility can accommodate space needed for shipping/receiving and finished good staging. That space is not included within the 2,000 sq ft. we are assigning to prescription fulfillment automation.

1. For the ROI model, can you provide this data? –

Response: ROI is out of scope for this RFI submission. MU Health Care has created our own model for ROI and are seeking only the cost to install the automation necessary for prescription fulfillment.