
Request for Proposal

The Cayman Islands Health Services Authority

Outpatient Retail Pharmacy Information Management System

Tender # HSA1011SER12

May 2011



1 Scope of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply a comprehensive outpatient retail pharmacy management information system (PMIS) solution for the Cayman Islands Health Services Authority. The current retail pharmacy environment is supported by a locally developed information system, Encom, which is no longer maintainable.

The PMIS must support all of the typical functions required in a modern pharmacy, including but not limited to:

- Insurance eligibility checking
- Doctor auto-fax
- Integrated electronic signature capture
- Integrated IVR
- Integrated POS
- Low margin alerts
- MAR printing (color and B&W)
- Medicare eligibility checking
- Automation interfaces
- Spanish SIGs and monographs
- Surescripts® or other certification for e-prescriptions
- Tall Man lettering
- Automated drug guide printing
- Drug imprint lookup
- Internet credit/debit card processing
- Internet refills
- National drug and doctor databases
- Perpetual inventory management
- Redundant claims switching
- Barcode Scan for verification
- Thermal printing
- Wholesale acquisition cost updates
- Wholesaler EDI ordering

2 General Information

2.1 The Organization

HSA is soliciting vendor partners for participation in the Outpatient Retail Pharmacy Management Information Systems Project for the public health system of the Cayman Islands.

The Cayman Islands Health Services Authority (HSA) is a quasi-government organization reporting to the Cayman Islands Ministry of Health. The Health Services Authority, through an agreement with the Ministry of Health, is responsible for a broad range of healthcare services including public health programmes under the Public Health Department. Public Health services include health advice and vaccines for international travellers; health assessment, including vision and hearing tests for children; nutrition and dietary counseling; child growth and development monitoring; health promotion; communicable disease screening; and disease prevention and control programmes, including immunization. As a public health system, HSA also operates an outpatient pharmacy, two dental clinics and an eye clinic.

The Cayman Islands present an opportunity for vendors to participate in a national model of healthcare whose size and culture are agile enough to react and adjust quickly at every level of healthcare management—from legislative policy development to clinical and financial implementation-- in the advancement of a role model healthcare delivery system. The Cayman Islands are on-schedule to develop new, sustainable care delivery and financial models that precede the United States and other countries by 4-5 years, including the development of international medical tourism.

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The Mission of the Health Services Authority is “To provide the highest quality healthcare and improve the well-being of people in the Cayman Islands through accessible, sustainable patient-focused services by highly-skilled, empowered and caring staff in collaboration with our partners.”

The Health Services Authority (HSA) is responsible for delivering healthcare to the majority of the Cayman Islands’ population. HSA provides primary and secondary levels of healthcare services, and public health functions for the residents and visitors in the Cayman Islands via the following facilities and services:

The 124-bed Cayman Islands George Town Hospital. As the nation’s principal health care facility, the Cayman Islands George Town Hospital provides a full range of inpatient and outpatient medical and specialist services. It is a 139,066 sq. ft., two-storey facility with 124 beds. It offers accident and emergency services; a wide range of surgical services; a critical care unit, physiotherapy; outpatient pharmacies; a central sterilization unit; and laboratory services. There are four operating theatres; a dialysis unit; oncology unit; X-ray; morgue; and a forensic and drug testing laboratory. Other facilities include: outpatient specialist clinics, administrative offices, a professional library and a modern high-tech electronic health information management environment. In addition to the Cayman Islands George Town Hospital, there are four District Clinics (East End, North Side, Bodden Town and West Bay), Faith Hospital (Cayman Brac) and Little Cayman Clinic (Little Cayman). Specialist services are available in the fields of surgery, gynaecology & obstetrics, paediatrics, internal medicine, dermatology, anaesthesiology, public health, orthopaedics, psychiatry, gastroenterology, radiology, ophthalmology, ear, nose and throat, periodontology, reconstructive surgery, faciomaxillary surgery, urology and pathology.

District Health Centres. Primary healthcare is offered at four district health centres in Grand Cayman and a health centre in Little Cayman.

In the Sister Islands, residents and visitors can receive healthcare services via the Faith Hospital in Cayman Brac and the Little Cayman Clinic:

The 18-bed Faith Hospital on Cayman Brac. Faith Hospital serves both islands and provides primary, secondary and emergency care. It features a modern inpatient unit, as well as an operating theatre, maternity, accident and emergency department, outpatient clinics and a public health department.

The Little Cayman Clinic is a purpose-built facility, complete with waiting and triage areas, a treatment room, doctors’ office and a dental office. A resident nurse is on call around-the-clock.

In addition to the HSA facilities, one small private hospital (Chrissie Tomlinson Memorial Hospital) and numerous private physician practices operate in the Cayman Islands. Referral relationships exist between all the provider organizations. In addition, the Cayman Islands government is currently negotiating with the Narayana Hrudayalaya Private Limited to develop the \$2B Narayana Cayman University Medical Centre, a 2,000-bed hospital and teaching facility to address the medical tourism market in the United States and expand the healthcare delivery and education opportunities for residents of the Cayman Islands.

2.2 Key Metrics

Below are a sample of key metrics associated with this project and the Health Services Authority:

- Number of retail pharmacy transactions per year: 350,000
- Number of outpatient pharmacies: 7
- Number of pharmacy staff: 20
- Number of pharmacy inventory products: 2,000
- Number of physicians employed by HSA: 60
- Number of physicians registered in the Cayman Islands: 180
- Total population of Cayman Islands: 55,000

- HSA operating budget: \$82M
- Number of HSA employees: 750

2.3 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited bidders.

- RFP Closes: 12 noon, 24 May 2011
- Final Award Notification: 12:00 noon, 31 May 2011
- Errors and omissions in this RFP and enhancements. Vendors shall recommend to the Cayman Islands Health Services Authority any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to the Cayman Islands Health Services Authority any enhancements, which might be in the Cayman Islands Health Services Authority best interests.

3 Proposal Preparation Instructions

3.1 Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to the Cayman Islands Health Services Authority as necessary to gain such understanding. The Cayman Islands Health Services Authority reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, the Cayman Islands Health Services Authority reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the Cayman Islands Health Services Authority.

3.2 Good Faith Statement

All information provided by the Cayman Islands Health Services Authority in this RFP is offered in good faith. Individual items are subject to change at any time. The Cayman Islands Health Services Authority makes no certification that any item is without error. The Cayman Islands Health Services Authority is not responsible or liable for any use of the information or for any claims asserted there from.

3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

- 3.3.1 **Vendors' Inquiries.** Applicable terms and conditions herein shall govern communications and inquiries between the Cayman Islands Health Services Authority and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

The Cayman Islands Health Services Authority
P.O. Box 915
George Town
Grand Cayman KY1-1103 Cayman Islands
Attention: Ms. Lisa Bell
Telephone: 345-949-8600

The Cayman Islands Health Services Authority Outpatient Retail Pharmacy Information Management System

Fax: 345-949-2998
E-mail: lisa.bell@hsa.ky

- 3.3.2 **Informal Communications** shall include, but are not limited to: requests from/to vendors or vendors' representatives in any kind of capacity, to/from any the Cayman Islands Health Services Authority employee or representative of any kind or capacity with the exception of Lisa Bell for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the named above at any time.
- 3.3.3 **Addenda:** the Cayman Islands Health Services Authority will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 5 business days. All questions, answers, and addenda will be placed on the Health Services website. All addenda will be posted to the HSA web site at [http://www.hsa.ky/open_tender/Pharmacy Information System](http://www.hsa.ky/open_tender/Pharmacy_Information_System)

3.4 Proposal Submission

Proposals must be delivered sealed to:

The Cayman Islands Health Services Authority
P.O. Box 915
George Town
Grand Cayman KY1 1103
Cayman Islands
Attention: Ms. Lisa Bell
RFP #HSA1011SER12

Vendors are to submit one (1) original copy of proposal marked "Original" and five (5) marked "Copy." Each original and copy must be individually bound. Please provide one electronic copy on a CD. The Cayman Islands Health Services Authority will not accept proposals delivered via e-mail.

3.5 Criteria for Selection

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to supply the Cayman Islands Health Services Authority with a comprehensive Hospital (Inpatient and Outpatient) Pharmacy Dispensing and Inventory Management System including (Hardware, Software and Servicing) solution identified in the Scope of Work.

3.6 Evaluation Criteria

The Health Services Authority will base its decision upon the best overall choice and value, using the following criteria as a guide.

Category	Considerations
Company Viability	<ul style="list-style-type: none">• Financial strength• Vision and product evolution strategy• Number of employees• Market share
Corporate Values	<ul style="list-style-type: none">• Leadership: Similarity of corporate cultural and values• Employee satisfaction ratings and average tenure

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Customer Service and Support	<ul style="list-style-type: none">• References and customer satisfaction ratings• User and Support Documentation• User Groups
Functionality	<ul style="list-style-type: none">• Basic functionality: Supports current processes• Advanced features: Supports improved processes• Reporting and analytics
Technical Architecture	<ul style="list-style-type: none">• Adaptability to support new workflows and processes• Performance, Availability, Reliability, Maintainability, Scalability and Security (PARMSS)• Architectural fit with our environment• Soundness of data model and software architecture
Total Cost of Ownership	<ul style="list-style-type: none">• Capital outlay (All hardware, software, labor)• Operational expenses (All hardware, software, labor)
Usability	<ul style="list-style-type: none">• Learning curve: minutes not hours• Customizable/flexible workflow• Intuitive interfaces supporting minimal training and support

4 Vendor Qualifications & References

All vendors must provide the following information in order for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:
 - Full legal name of the company
 - Year business was established
 - Number of people currently employed
 - Income statement and balance sheet for each of the two most recently completed fiscal years certified by a public accountant.
2. Information on its current clients, including:
 - Total number of current clients.
 - A list of clients with similar needs using similar products and/or services.
 - Evidence of successful completion of a project of a similar size and complexity.
3. References: Contact information for four references from projects similar in size, application, and scope; and a brief description of their implementation.
4. Copy/Proof of Business license and company registration

6.1 Personnel Information

Vendors must supply a summary of the company's leadership and members of the project team who will be supporting the Health Services Authority, summarizing the qualifications and experience of persons who are proposed or available to provide services.

5 Budget & Estimated Pricing

All vendors must provide a cost breakdown for the implementation of their solution for the Cayman Islands Health Services Authority’s project as described in this RFP. Costs should be identified as either capital or non-capital in nature. The vendor must agree to maintain these prices valid for 180 days after submission.

5.1 Estimated Costs

Provide a five year Total Cost of Ownership. You may use the table below as a guide.

Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Hardware						
Software (including 3 rd party)						
Installation and configuration						
Legacy data migration						
Maintenance and Support						
Documentation & Training						
Project management						
Other (please specify)						
Total						

6 Additional Terms & Conditions

6.1 Coverage & Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all relevant departments at the Cayman Islands Health Services Authority along with any satellite offices. The Cayman Islands Health Services Authority reserves the right to cancel this procurement or otherwise decline to engage a contract related to this RFP; to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

The Cayman Islands Health Services Authority shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor’s submission, is grounds for immediate disqualification.

6.2 Selection and Notification

Vendors determined by the Cayman Islands Health Services Authority who possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via email and mail. Those vendors not selected for the negotiation phase will also be notified.

6.2 Non-Disclosure Agreement

The Health Services Authority reserves the right to require any Respondent to enter into a non-disclosure agreement.

6.3 Costs

The RFP does not obligate the Health Services Authority to pay for any costs, of any kind whatsoever that may be incurred by a Respondent or any third parties, in connection with the Response. All Responses

and supporting documentation shall become the property of the Health Services Authority, subject to claims of confidentiality in respect of the Response and supporting documentation.

6.4 Intellectual Property

The Respondent should not use any intellectual property of the Health Services Authority including, but not limited to, all logos, registered trademarks, or trade.

6.5 Respondent's Responses

All accepted Responses shall become the property of C.I. Health Services Authority and will not be returned.

6.6 Governing Law

This RFP and the Respondent's Response shall be governed by the laws of the Cayman Islands.

6.7 No Liability

C.I. Health Services Authority shall not be liable to any Respondent, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the Respondent responding to this RFP; or
- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

6.8 Entire RFP

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.

7 Vendor Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to RFP #HSA1011SER12 issued by C.I. Health Services Authority. The undersigned is a duly authorized officer, hereby certifies that:

_____ (Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period 180 calendar days after delivery in the Cayman Islands.

The undersigned further certify that their firm (check one):

- IS
- IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify the Health Services Authority of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person[s] authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name: _____	Title: _____
Signature: _____	Date: _____
Name: _____	Title: _____
Signature: _____	Date: _____

Signature of Authorized Officer:

Name: _____	Title: _____
Signature: _____	Date: _____