



Mental Health Mental Retardation
Authority of Harris County

REQUEST FOR INFORMATION PHARMACY DATA MANAGEMENT

November 2009
Project# 10/0003

This Request for Information (RFI) does not represent an order or obligation on the part of MHMRA of Harris County Texas to any recipient. All expenses involved with responses to this request are the sole responsibility of the Recipient.

Introduction

Mental Health and Mental Retardation Association of Harris County (MHMRA) is one of the largest mental health centers in the United States, serving more than 30,000 persons in the Houston metropolitan area who suffer from mental illness and/or mental retardation. We serve the "priority population" – adults who are diagnosed with severe and persistent mental illness, children with serious emotional disturbances, and people diagnosed with moderate to severe mental retardation. The major divisions of the agency are: Adult Mental Health, Mental Retardation, Child & Adolescent Services, and Comprehensive Psychiatric Emergency Program (CPEP). CPEP includes a Psychiatric Emergency Service, 23 hour Observation, Crisis Stabilization Unit, Crisis Residential Unit, Mobile Crisis Outreach Team, and 24 hour Hotline.

The Mental Health Mental Retardation Authority of Harris County (MHMRA) invites qualified companies herein after referred to as "Provider" "Proposer" or "Supplier" to submit information for **Pharmacy Data Management** in response to this solicitation. MHMRA is the largest community based provider of clinical services to mental health and mental retardation consumers in the United States. The Agency has fixed pricing budgets and all pricing quoted should remain fixed for the duration of the contract. Our goal is to employ best practices and cost effectiveness.

RFI Purpose

The Mental Health Mental Retardation Authority (MHMRA) of Harris County is seeking a comprehensive Pharmacy Data Management solution that incorporates a combination of features specific to both in-patient and out-patient (retail) pharmacy services. Additionally, we are seeking a solution that would include an Indigent Drug Program Application Processing and Drug Management capabilities.

MHMRA is aware that such a solution may not be available, however, MHMRA is interested in reviewing available applications to find a solution that most closely meets our required needs. We also understand that there may be a need to work with a systems integrator to incorporate additional features not currently available in existing products.

Our expectation is to seek out available solutions and review each product through an onsite review process at our Agency facilities.

Based on information available to us you are being contacted because we believe you may have a solution that closely resembles our desired product. If so, please provide product information that is descriptive of the system capabilities. In addition, please provide the company's contact and background information for future contact with us.

Upon receipt of your information, we will assume that you are interested in being considered for an RFP, which will follow shortly after the review process. In addition, please indicate if you are interested in adding customizations to your application to suit our needs should the product not currently fulfill the desired result.

Schedule of Events and Timelines

RFI issue date:	Monday, November 2, 2009
Deadline for questions/clarifications to this RFI: (Close of business)	Monday, November 9, 2009
Deadline for responses to questions/clarifications: (Close of business)	Monday, November 16, 2009
Deadline for submission of RFI:	Monday, November 30, 2009 @ 10 A.M.
Demonstration/presentation of products/services	Mon-Fri., Dec.7 - Dec.11, 2009

Instructions to Recipients

1. You are requested to complete the enclosed questionnaire and return by **Monday, November 30, 2009 @ 10 A.M.**
2. All vendors responding to this RFI maybe required to make a demonstration/presentation of products/services following the deadline for submission upon request by MHMRA. All vendors should be note that MHMRA shall not be responsible for expenses incurred by a vendor in the preparation and submission of Information. This provision also includes any costs involved in providing an oral presentation/demonstration of products/services.
3. Please list the question (included in the attached questionnaire) before each response.
4. All questions/clarifications must be submitted in writing on or before Monday, November 9, 2009
5. Electronic transmission via email is preferred for both questions/clarifications and your response to this RFI. Our contact details are as follows:

Instructions to Recipients (Continued)

Electronic transmission via email is preferred for both questions/clarifications and your response to this RFI. Our contact details are as follows: (Hard copies of All RFI's must be submitted with one original and Five (5) additional photocopies, and mailed or delivered in a sealed envelope to MHMRA of Harris County.)

Joycie Sheba's email:	joycie.sheba@mhmrharris.org
Cc:	sharon.brauner@mhmrharris.org
Phone:	(713) 970-7116
Fax:	(713) 970-7682
Address:	MHMRA of Harris County 7011 Southwest Freeway Houston, TX 77074 Attn: Joycie Sheba, Buyer II Purchasing Department

Attachments

Exhibit A: Requirements for Pharmacy Data Management

Exhibit B: Pharmacy Data Management RFI Questionnaire

Exhibit A

REQUIREMENTS FOR PHARMACY DATA MANAGEMENT

Responses should include:

- Name of vendor, Name of Product, mailing address, contact name, telephone number and email address.
- Copies of current product literature which includes the full capabilities as it pertains to our needs
- Brief Description of services and software available.
- Brief company profile
- A list of current customers who would be available for questions and/or on-site demonstrations

The following information fully details the features we are seeking in an optimal Pharmacy Application:

1. Retail Prescription Processing
 - a. Multi-Store Capabilities
 - b. E-Prescribing Capabilities
 - c. Report Writing Capabilities
 - d. Ability to Interface with ScriptPro Robot, Pyxis and Clinic Software-Profiler
 - e. Ability to create labels in Spanish and Vietnamese
 - f. Inventory Management
2. Inpatient Prescription Processing
 - a. Medication Admission Record (MAR) Capabilities
 - b. Cart Fill Lists
 - c. Ability to Interface with ScriptPro Robot, Pyxis and Clinic Software-Profiler
 - d. E-Prescribing Capabilities
 - e. Ability to create labels in Spanish and Vietnamese
 - f. Report Writing Capabilities
 - g. Inventory Management
3. Indigent Drug Program Application Processing and Drug Management
 - a. Ability to complete applications on-line and populate data already collected in the prescription processing phase
 - b. Inventory Management of Indigent Drugs collaboratively with prescription processing

Exhibit B

PHARMACY DATA MANAGEMENT RFI QUESTIONNAIRE

Please provide detailed information for all responses. Interested parties are encouraged to submit along with their RFI response any additional descriptive information about their services, which they believe, might be helpful.

GENERAL

1. Please provide general literature with an executive summary – website references accepted.
2. What are your greatest strengths? How do you differentiate yourself from competitors?
3. Is your firm publicly traded or privately held?
4. In response to an RFP, would your firm provide the most recent financial statements or an independent auditor's statement?
5. Who is the contact for all correspondence (name, title, email address, phone number, etc.) related to this RFI? Who is the contact for any resultant RFP?

VENDOR PROFILE

1. How many years has your company been in business?
2. Does your company have a parent or partner company? If so, what is it and how long has this relationship existed?
3. What were your company's gross and net revenues during the last three years?
4. How many people in total does your company employ?
5. How many employees are dedicated to support, implementation, and development of the software?
6. How many customers with fully implemented systems do you have? How many in Texas? How many Texas customers are Community MHMR Centers?
7. How many new customers acquired the proposed system in the last two years?
8. Is your company involved now in any litigation with a customer or other entity? Within the past 3 years? If yes, briefly describe.

SUPPLIER QUALIFICATIONS

1. Do you offer a customer service department that has experienced and dedicated service representatives? What is the customer service representative to client ratio? Please describe in detail.
2. Does your system provide a robust standard report library and the ability to easily manipulate both current and historical data to generate custom reports? Provide examples of reports and explanation of each.
3. Does your system have the ability to establish custom fields in the database and how does this affect subsequent upgrade?

TECHNICAL INFORMATION

1. Is any proprietary software involved in your RFI? If so, identify the software and describe how it is supported?
2. Is any third party software involved in your RFI? If so, identify the software and describe how it is supported.
3. Is your product customizable? If so, describe your software development tools. Are they proprietary? Do you recommend the use of these tools by end users? If so, provide examples.

4. How frequent are your products upgraded? Are your customers required to install the latest upgrades? What versions/releases (release number and release date) of your product are you currently supporting?
5. What affect does customization have on upgrades? What is the impact on maintenance and support?

PHARMACY DATA MANAGERMENTS OVERVIEW

Provide an overview of your solution including the following:

1. If any of the components of your RFI are outsourced, provide an overview of your outsourcing solution & the benefits of each including:
 - Support
 - System Back-up
 - Disaster Recovery
 - Customer Service
 - System Maintenance
 - Staffing & Benefits
2. Can a non-technical user obtain a report from the system without requiring assistance from technical staff? If so, briefly describe procedure.

SERVICE AND SUPPORT

1. Describe your over-all service model.
2. How are general service calls routed?
3. Where will the Customer Service Representative who services our account be located?
4. Where will our processing center be located? (if applicable)
5. Do you have a means to proactively service our account?
6. Is one customer service representative specifically assigned to our account?
7. Can technical specialists be called directly?

TRAINING

1. How many hours of training are provided prior to implementation?
2. Is customized training available?
3. Where will the training be held?
4. List your training courses with a brief content overview.

COST

1. Describe your pricing model and what a customer our size would pay for product/license fees, implementation and follow-on support services.
2. What is your conversion/implementation *planning* cost?
3. What are the hardware requirements and costs for implementation?
4. What is the annual maintenance price (list by module if separately priced)?
5. What levels and types of support do you offer? Are these prices covered by the annual maintenance agreement or additional?
6. If there are late processing or special processing fees assessed, how are they determined?
7. If any of the components of your RFI are outsourced, provide an overview of your outsourcing pricing model.

IMPLEMENTATION SPECIFICATIONS

1. How much time do you require to respond to an RFP?
2. Given your experience with similar customers, what time frames are required for implementation? Please provide visibility by major milestone and time duration.

INTEREST

1. Are you interested in completing an RFP for this project?
2. If you were developing an RFP, what criteria/categories would you select to make an effective decision?
3. If selected, would you or a representative from your company be available for a demonstration/presentation of your products/services?

REFERENCE

1. All interested parties please submit with their RFI response a minimum of three (3) references where interested party has provided service (within the last six months to one year) that pertains to this type of project/service. References shall include company name, address, telephone, fax number, email address and contact person. The interested parties must agree to authorize clients to furnish any information required by MHMRA to verify references provided, and for determining the quality and timeliness of previous work performed.