



LIFE Pharmacy – PBM – 340B engagement

Service Request for Proposal (RFP)

Version 3.0

September 22, 2023

CONFIDENTIAL INFORMATION

This document and the information contained within this document and all RFP attachments listed below are confidential. It has been distributed for your express use for the purpose of responding to this specific “Request for Proposal” (RFP) only and may not be duplicated or distributed to any third party without written consent from Inspira Health (hereinafter referred to as “Inspira”, or “Inspira Health”). Any other use is strictly prohibited by Inspira. This is also thoroughly covered in Inspira NDA (Attachment 10).

RFP Additional Documents**Enclosures**

1. **Technical Specification**
2. **NDA**

ATTACHMENTS

Included with this RFP are the following attachments:

1. ATTACHMENT 1 – No Proposal Reply Form
2. ATTACHMENT 2 – Exceptions Form
3. ATTACHMENT 3 – Business Profile & Capabilities Form
4. ATTACHMENT 4 – Business References Form
5. ATTACHMENT 5 – Subcontractor Information Form
6. ATTACHMENT 6 – Additional Materials Form

Table of Contents

1	Introduction	4
1.1	Overview	4
1.1.1	Inspira Health Mission	4
1.1.2	Inspira Health Vision	4
1.1.3	Inspira Health Values	4
1.2	Purpose	5
2	Project Objective & Background	5
2.1	Project Objective	5
2.1.1	Project Goals	5
2.1.2	Project Background.....	5
2.2	Project Requirements	5
2.3	Scope of Services	7
2.3.1	Implementation Services	7
2.3.2	Managed Services	7
2.4	Project Timeline	7
3	Processes and Procedures	8
3.1	Proposal Contents	8
3.2	Submission Procedure	8
3.2.1	Submission	8
3.2.2	Modification of Bids.....	8
3.3	Questions	8
3.3.1	Process	8
3.4	Pre-Proposal Conference & Presentations	8
3.4.2	Presentation.....	9
3.5	Selection Criteria	9
3.6	Inspira RFP Contact	10
3.7	RFP Timeline	10
	Enclosure 1: Non-Disclosure Agreement	Error! Bookmark not defined.

1 Introduction

1.1 Overview

Inspira Health is a charitable nonprofit health care organization comprising of three hospitals, two comprehensive cancer centers, eight multi-specialty health centers, and more than 200 access points. These include urgent care; outpatient imaging and rehabilitation; sleep medicine labs; cardiac testing facilities; behavioral health, digestive health, wound care centers; home care and hospice; and more than 35 primary and specialty physician practices in Gloucester, Cumberland, Salem, Camden and Atlantic counties.

Inspira's 1,300-member medical staff and 6,800 employees provide an unwavering commitment to delivering a superior patient experience at every point of the journey. Technology and innovation investments provide a robust provider directory and a range of services including online scheduling and virtual visits for both primary and specialty care providers. With a commitment to multi-channel digital access, Inspira is able to meet consumer demand for self-service and personalized care options.

1.1.1 Inspira Health Mission

Our Mission is to provide a safe and compassionate experience that improves the health and well-being of our community by placing the safety of our patients and support of our employees at the center of all we do.

1.1.2 Inspira Health Vision

Our Vision is for Inspira Health to inspire and empower healthier communities by creating the highest quality and most desirable patient experience in the region.

1.1.3 Inspira Health Values

Our Values are I.C.R.E.A.T.E.: Innovation, Compassion, Reliability, Empathy, Access, Teamwork, Empowerment

Innovation: We strive to employ ingenuity and new standards of care to improve our work every day.

Compassion: We treat everyone equally with kindness and respect.

Reliability: We put the safety of our patients, compliance and best practice at the forefront of all we do.

Empathy: We listen and genuinely relate to others in order to make them feel seen and appreciated.

Access: We provide a high-quality patient experience to all people.

Teamwork: We collaborate and utilize the full breadth of the Inspira network to improve the experience of our patients.

Empowerment: We educate and inspire positive change and healthier long-term outcomes

1.2 Purpose

The purpose of this RFP is to identify a business partner that will support Inspira with an existing system or process we do not have the existing capability to support. The solution will provide a seamless integration between Inspira policies and practices with that of the selected business partner. This partnership, at minimum, must meet or exceed our current process capabilities.

If you are not interested in submitting a proposal, please complete the No Proposal Reply Form (ATTACHMENT 1) and email it to the RFP contact with your intent to decline.

2 Project Objective & Background

2.1 Project Objective

As part of Inspira Health's 2023 Waste Walk Initiative, the LIFE Program has identified the opportunity to solicit bids for competitive pricing within its Pharmacy and Pharmacy Benefit Management (PBM) functions. LIFE would also like to include the establishment of its pharmacy function under the Inspira Medical Centers Inc. 340B program under its Vineland location. Inspira's LIFE program is looking to partner with a vendor that streamlines processes for staff and contributes to positive participant experience.

2.1.1 Project Goals

Inspira Health is aiming to identify a service provider that:

- Increases staff satisfaction with utilizing the platform and reporting in real-time
- Improves participant experience by offering multiple pharmacy dispensary options

2.1.2 Project Background

Inspira Health conducted a Waste Walk throughout the system and the LIFE program identified that there is an opportunity to create efficiencies in its Pharmacy and PBM functions. During the current state assessment, the team discovered challenges with validating and verifying that participants received their medications. Additionally, staff are unable to pull reports on an as-needed basis and clinical providers are experiencing alert fatigue.

2.2 Project Requirements

There are three separate components to this RFP – Pharmacy services, PBM services, and a 340B engagement. Prospective business partners can submit proposals for one, two, or all three components of the RFP. Inspira LIFE will heavily favor a prospective business partner can cover multiple needs.

Pharmacy Services

Category	Requirement
<i>Staff Experience</i>	Streamlined process for how alerts are sent to nurses (3)
	Able to pull reports and access dashboards in real-time (3)
	Platform tracks conversations of participants with pharmacies and has documentation functionality
	Process for tracking and managing medication delivery

	Ability to chat with vendor in-real time to track information (bi-directional communication)
<i>Participant Experience</i>	Participants receive medication reminders (delivery/renewal, time to take medication, etc)
	Ability to provide front-end point of service (ex. Medication instructions are legible, Language services, and access to pharmacy)
<i>Delivering Medications to participants</i>	<i>Center-based:</i> Ability to utilize a bar-code scanner for identification <i>Delivered:</i> Able to provide adherence packaging and tracking functionality <i>Pick-up:</i> Ability to provide a list of choices for multiple pharmacy dispensary options
<i>Data & Reporting</i>	Ability to create customized reports (ex. Medication Delivery)
	Provide quality assurance and assumes risk of responsibility with data/compliance (ex. Validation with reports)
<i>Customization</i>	Provides timely communication about system updates
<i>Additional Preferences (not mandatory requirements)</i>	Ability to capture barcode scan when participant enters the building

PBM Services

Category	Requirement
<i>Staff Experience</i>	PBM has knowledge about 340B
	PBM assists with the bid
	Able to pull reports and access dashboards in real-time
<i>Participant Experience</i>	PBM is contracted with multiple pharmacies
	Pharmacy – PBM Drug ID card
<i>Data & Reporting</i>	Experience with financial audits
<i>Integration/IT</i>	Ability to integrate with Pharmacy platform
	Secure messaging application capabilities
<i>Customization</i>	Provides timely communication about system updates

340B Program

Vendor has a background in establishing PACE programs under 340B entities. Part of the services needed are consultative in nature in setting up the structure before executing on the a few of the mechanics stated below:

Category	Requirement
<i>Staff Experience</i>	PBM can identify which claims should be processed through the PBM instead of Part D
	Minimize nurses delivering medications to participants

	Explore Group purchasing organization through Vineland 340B and Medicare Part B
<i>Participant Experience</i>	Multi-method delivery approach (ex. Local carrier or mailboxes)
	Medication delivery capability to the participant
	Participants receive medication reminders (delivery/renewal, time to take medication, etc)
	Ability to provide front-end point of service (ex. Medication instructions are legible, Language services, and access to pharmacy)
<i>Integration</i>	Integration with Verity or a 340B platform
	Integration with Cerner (Powerchart and Millenium)

2.3 Scope of Services

2.3.1 Implementation Services

Inspira is seeking to enter an Implementation Service Agreement. This must include, but are not limited to:

1. Planning and Requirements
2. Design (if applicable)
3. Development (if applicable)
4. Build
5. Testing
6. Training (if applicable)
7. Deployment

2.3.2 Managed Services

Post-implementation, Inspira seeks to enter a Managed Services agreement. This may comprise of:

1. Support (via help desk and escalation contacts)
2. Maintenance and Management of Backend POS environment and systems
3. System Operations and Maintenance (if applicable)
4. Bug Fixes
5. Software Updates/Patches
6. Enhancements (Major and Minor)
7. Training (As Needed)

2.4 Project Timeline

Inspira is seeking to commence implementation no later than Q2 of 2024

3 Processes and Procedures

3.1 Proposal Contents

To be considered a complete response to the RFP, prospective business partner proposals must be submitted using the provided attachments:

1. ATTACHMENT 1 – No Proposal Reply Form
2. ATTACHMENT 2 – Exceptions Form
3. ATTACHMENT 3 – Business Profile & Capabilities Form
4. ATTACHMENT 4 – Business References Form
5. ATTACHMENT 5 – Subcontractor Information Form
6. ATTACHMENT 6 – Additional Materials Form

3.2 Submission Procedure

3.2.1 Submission

Please submit one copy of your proposal by the Proposal Due Date to the RFP contact via email.

3.2.2 Proposals must state that they are valid for a period of at least twelve (12) months from the closing deadline.

3.2.2 Modification of Bids

Modifications to bids already submitted will be allowed if submitted in writing prior to the Proposal Due Date.

Any changes, amendments, or modifications to a submitted proposal requires that the original proposal be withdrawn, prior to the time set for the submission of the proposal, and a new proposal submitted prior to the deadline for submission of proposals.

Changes, amendments, or modifications to proposals shall not be accepted or considered after the date specified as the deadline for submission of proposals.

3.3 Questions

3.3.1 Process

All questions pertaining to the RFP or process can be submitted to the RFP Contact by email, but the deadline for requesting information or clarification regarding RFP requirements is two weeks prior to RFP Submission Deadline. To schedule a date and time for the demonstration, email the RFP Coordinator Contact.

3.4 Presentation & Demonstration

3.4.1 Purpose

Inspira Health may select to meet with the prospective business partners for a presentation and product demonstration with the selection committee.

The purpose of the meeting is to give prospective business partners the opportunity to meet with Inspira executive sponsor and project team members via video conference to ask questions about the current infrastructure, project requirements, and desired end-results. This is also an opportunity to showcase the product to the Inspira team and gain insight on how it meets Inspira’s need.

3.4.2 Presentation

Presentations should include:

- Product demonstration(s) as it supports the requirements outlined in 2.2
- How they will support the goals of Inspira Health including any relevant healthcare experience and successes
- Proposed implementation plan & timeline

3.4.3 Meeting Structure

Presentations are to be completed prior to the deadline specified in 3.7. Prospective business partners will provide available dates and times for video conference as well as names and titles of those attending to the RFP Coordinator contact by email. The meeting will be scheduled for 1 hour, and prospective business partners will have time to speak and ask questions of Inspira project stakeholders.

Inspira attendees may include Executive and Operational Leadership along with project team.

3.5 Selection Criteria

Evaluation of functionality, customer reference checks, customer support ratings, third-party product integration, development history, cost, and prospective business partner demonstrations or discussions will be included in the selection process. Inspira reserves the right to select the business partner deemed most suitable.

The selection of the winning proposals will be based on a numerical scoring system. The proposals will be assigned a score for each item/category as outlined in the following table. Upon receipt of the proposals, an evaluation team will determine the proposals most qualified based on the following criteria:

Criteria	Percentage
Work Plan including proposed solution, requirements delivery, and proposed timeline	25%
Company Qualifications including company profile, relevant experience, and project team	15%
Proposed Training, Support, Service, and Warranties	15%
Project Management and Collaborative Approach	15%
Cost	15%
References	10%
Clarity and Completeness of submitted proposal	5%
	100%

3.6 Inspira RFP Contact

RFP Contact Info	
Name	Hena Bajaj
Title	Managing Operations Consultant
E-mail	bajajh@ihn.org

Inspira RFP Coordinator Contact

RFP Contact Coordinator Info	
Name	Kristina Kemp
Title	LIFE Administrative Coordinator
E-mail	kempk@ihn.org

3.7 RFP Timeline

Activity	Date
RFP Issued	<i>September 22, 2023</i>
Presentations & Demonstrations Completed By	<i>October 13, 2023</i>
Deadline for Submitting Questions	<i>October 23, 2023</i>
Proposal Due Date	<i>November 6, 2023</i>
Inspira Decision	<i>November 20, 2023</i>

Enclosure 1: Non-Disclosure Agreement

An NDA will be sent to Prospective Business Partners.