Oregon State University

REQUEST FOR INFORMATION
No. I-2025-017774-JK

Pharmacy Software Solution

(Updated: November 29, 2021)

I. SCHEDULE OF EVENTS

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Issue Date ....February 12, 2025

Due Date and Time ....March 3, 2025, 12:00pm PT

II. ISSUING OFFICE AND CONTACT

ISSUING OFFICE:

The Procurement, Contracts and Materials Management (PCMM) department of Oregon State University (OSU) is the issuing office and is the sole point of contact for this Request for Information.   All concerns or questions pertaining to this Request for Information should be appropriately addressed to the individual identified below:

CONTACT PERSON:

Name:	Jennifer Koehne
Title:	Purchasing Contract Officer
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III. INTRODUCTION

INTRODUCTION:
This is a Request for Information (RFI), issued by Oregon State University (OSU) Procurement, Contracts and Materials Management (PCMM). The purpose of this RFI is to solicit input from potential contractors for information pertaining to a centralized hospital, retail and compounding pharmacy software solution at the Oregon State University's Acheson Teaching Hospital Pharmacy located at the Carlson College of Veterinary Medicine.

OREGON STATE UNIVERSITY:
Founded in 1868, Oregon State University is a comprehensive, research-extensive, public university located in Corvallis. Oregon State is one of only two American universities to hold the Land Grant, Sea Grant, Space Grant and Sun Grant designations. Oregon State is also the only Oregon institution to have earned both Carnegie Foundation classifications for Highest Research Activity and Community Engagement, a recognition of the depth and quality of its graduate education and research programs.

Through its centers, institutes, Extension offices and Experiment Stations, Oregon State has a presence in all of Oregon's 36 counties, including its main campus in Corvallis, the Hatfield Marine Sciences Center in Newport and OSU-Cascades Campus in Bend.   Oregon State offers undergraduate, master's and doctoral degrees through 11 academic colleges, the Honors College, Graduate School and online Ecampus, enrolling more than 31,000 students from every county in Oregon, every state in the country and more than 110 nations.

Oregon State University's Veterinary Teaching Hospital (VTH) or Acheson Teaching Hospital Pharmacy is a dual licensed institutional (hospital) and retail pharmacy with drug compounding and a supply room which is overseen by the College of Pharmacy and offers pharmacy service to the Carlson College of Veterinary Medicine. It acts as a centralized hospital system and provides pharmacy care to our veterinary patients since 2011. The collegiate relationship is the only one of its kind in the nation among universities that exhibits this collaboration between a College of Pharmacy and a College of Veterinary Medicine. The VTH pharmacy staff exclusively practice as specialty pharmacists and pharmacy technicians towards non-human patients and the veterinary community with many years of experience in both human and non-human patient pharmacy work settings.
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The VTH pharmacy is managed by the Director of Pharmacy and is responsible for all hospital and pharmacy licensure in the facility to maintain drug compliance with the Oregon Board of Pharmacy (OBOP) and Drug Enforcement Administration (DEA). Much of the compliance is managed through appropriate software workflow and security, which includes environmental and operational efficiencies and functionality. Since 2011, we have developed, beta-tested, and implemented a home-grown pharmacy and hospital software called "VetHosp". OSU administration has recently decided to discontinue use of VetHosp.

IV. REQUIREMENTS

The VTH pharmacy must operate like any "human" pharmacy without any regulatory and operational exceptions, thus the need to explore further software options via this RFI to determine vendor capabilities. Ultimately, a centralized hospital pharmacy system that offers the best practice capabilities and compliance is being sought. Focus should not be about unique patient populations, but rather commercial pharmacy system functionality that vendors may offer. Let it be understood that these features we are asking for are not unique to veterinary medicine.

To gain a further understanding of your product, please address the following questions.

1a. Abbreviated General and Focus Requirements
Question #1: Are you able to provide the following?
- Regulatory compliance and security
- Prescription workflow
    - Rx submission, queue, Rx processing, data entry, quality-assurance/DUR, dispense/pick-up with custody feature, automated charge capturing, electronic and hardcopy Rx, etc.
- Medication management features
    - Reports, adjustments/cycle-counting, transfers/secondary pharmacy areas, ward stock, refills, price tiering, automated charge capturing, purchase orders/receiving, etc.
- Pharmacy Integrations:
    - Omnicell automated-dispensing-cabinets (ADC)
    - Rx Label makers
    - Prescription Drug Monitoring Program (PDMP)
- Electronic Medical Records

1b. Specific Requirements (for Completeness)
Question #2: Please review our very detailed list of requirements. Are you able to provide the following specific requirements? (Please note that if you are unable to specifically answer, have questions or concerns, offer suitable alternative features, please note that for discussion; we ask that you be as complete as possible and some of these may be left unanswered, if necessary)

Regulatory/Compliance Requirements
- Oregon Board of Pharmacy
  - OAR 855-041-1035: Electronic Reporting Databases
  - OAR 855-041-1105, 855-080, 855-041-1120(3): New and Refilled Prescription Requirements
  - OAR 855-041-1130 Rx Labels Requirements
  - OAR 855-041-1132 Language Requirements
  - OAR 855-041-1165 Record System Requirements
  - OAR 855-041-6510 Patient Profile Requirements
  - OAR 855-045-0240 Rx Labeling Requirements with Compounded Medications
- Drug Enforcement Administration
  - 21 CFR 1311.305(a) Electronic Prescription Requirements
  - 21 CFR 1304.04(h)(5) Electronic Prescriptions Copy Requirements
  - 21 CFR 1306.22(f)(1), 1306.08 Electronic Prescription Retrievability Requirements
  - 21 CFR part 1311, 1311.205, 1311.200(a), 1311.200(b)(c) Registered Pharmacy Requirements to Receive Electronic Rxs

Environmental & Operational Functional Requirements
- User Rights and Restrictions
  - Ordering medications from vendors (restricted to pharmacy personnel)
  - Tracking medications and custody (restricted to pharmacy personnel)
  - Pharmacy user setup/new user setup (restricted to pharmacy personnel)
  - Pharmacy user rights access restrictions and user right settings (restricted to pharmacy personnel to secure pharmacy area)
- Prescription Workflow
  - Electronic Rx submission capability
  - Forward Rx workflow and functionality
  - Rx practitioner authorization signing, secondary authentication tokens/fingerprint readers
  - Prescriber licensure and electronic signature capability
  - Remote Rx submission to pharmacy (i.e. from home)
  - Rx field population (prevention of missing required Rx information) upon submission
  - Rx electronic record printable for recordkeeping
  - Rx number auto-generate, sequentially
  - Rx queue (with status lookup in workflow stages i.e. creation, submitted to Rx, pending RPh approval, ready for pick-up, and picked-up)
  - Rx submission alert/notification
  - Rx input/processing/production workflow capability
  - Rx dispense fee function + other fee function(s)
  - Rx Label requirements: Patient name, case record, species, owners full name, drug name, strength, formulation, complete directions w/ command, dose, route,

frequency, drug quantity, prescriber, refills, refill date due, pharmacy address and phone, hospital phone, OSU logo, barcode for Rx pickup scan and backup code or pickup bypass mechanism, drug physical description, expiration date, lot number, Rx date expiration, space for auxiliary labels, Federal legend statement)

- Rx label sig appropriate spacing, font
- Rx label interface (i.e. DYMO)
- Rx label print capability for non-patient cases
- Rx data entry functionality
- Physical, original paper hardcopy Rx processing and inputting
- Rx hardcopy scanning
- Rx patient case activation to process Rx
- Rxs readily retrievable (electronic PDF view with data storage)
- Rx prescription verification function
- Rx prescription pickup/dispense function
- Rx prescription status and user lookup function
- Rx label reprint/cloning/editing/reversal function
- Rx editing/reversal function
- Ability for RPh to update existing Rx submission from prescriber functionality
- Ability to bill patient cases
- Automated charge capturing at Rx production
- Ability to bill ward stock indexes, research indexes (includes imputation of indexes)
- Ability to keep track of user responsible for billings, fillings with date/time stamp
- Ability to date/time stamp Rx pickup/dispense with ID
- Ability to bill non-inventory items and special order request ('miscellaneous' sales)
- Rx drug compounding functionality
- Rx repackaging functionality
- Hospital user pharmacy price look up (client cost)
- Medication reconciliation functionality
- Partial fill functionality
- Rx deactivation functionality
- Rx refill functionality
- Drug-Utilization-Review (DUR)
  - RPh approving (irreversible and non-editable after check)
  - Drug interaction checker capability
  - Drug resource/reference capability
  - Drug image
  - Drug calculations capability
  - Rx hardcopy image and scanner integration
  - Allergy alerts capability
  - Warnings, cautions, high-dose alerts capability
  - Patient lab value feature
  - Weight of patient
  - SOAPs/chief complaint
  - Physical address of client for controlled substances
  - Offers patient leaflets upon dispense
- Electronic Treatment Sheets
  - Integrates with pharmacy ability to view/approve/monitor patient treatments
  - Matching pharmacy records and inventory capability

- Pharmacy Inventory Module
  - Rx inventory creation capability
  - Rx add/delete inventory (and archive) capability
  - Rx inventory tiering (i.e. tablets vs. bottle) capability
  - Rx inventory description capability
  - Rx inventory PAR level capability
  - Rx inventory reorder reports capability
  - Rx inventory price tiering and sliding scale, cost setting options and capabilities
  - Rx ward stock inventory link capability
  - Rx inventory item editing/renaming capability
  - Rx inventory item history with date fields (search capability in date ranges)
  - Rx inventory shelf location capability and location lookup feature
  - Supply inventory feature and 'basket' creation (i.e. several inventory items sold as one item)
  - Rx returns reporting capability
  - Rx inventory classification feature (CII, CIII-V, non-controlled substances, OTC)
  - Rx inventory shelf tag printing w/ barcode
  - Rx inventory disposal/waste functionality
  - Ability to track drug inventory by NDC and NADA (New Animal Drug Application) functionality
  - Cycle-counting with bar coding/scan gun functionality
  - Rx medication adjustment functionality
  - Rx inventory transfer functionality
  - Rx inventory ward stock and on-demand reporting functionality
  - Purchase order capability (restricted to pharmacy personnel with account numbers)
  - Sequential PO number generation feature
  - Electronic receiving (restricted to pharmacy personnel)
  - Electronic receiving function averages costs capability
  - Fiscal and annual inventory reporting feature
  - Backorder and aged on-demand report feature
  - Expiration and lot tracking report feature
  - Ability to print Rx volume sales in date range feature
  - Ability to print Rx volume reports
  - Prescription Drug Monitoring Program (PDMP) interface and reporting capability
- Automated-Dispensing-Cabinets (ADCs)
  - Integrates/interfaces with ADCs (i.e. Omnicell)
  - Integrates with ADCs with remote RPh approval capability
  - Integrates with emergency/network downtime useability and charge capturing; emergency patient use
  - Ability to print EMR version of ADC Rx report
  - Cycle-counting with bar coding/scan gun functionality
  - Automatic charge capturing
  - Integrates with electronic medical treatment record system
- Other
  - Security access monitoring in pharmacy and secondary pharmacy areas
  - Payment options (i.e. cash, check, credit card)
  - Program adaptability
  - Customer service and issue resolution
  - Shared subscription option

- Preferred pharmacist and pharmacy experience with program drafting, development, and programming

2. Technical System Requirements
Question #3: Are you able to meet the following technical requirements?
- Cloud-based
- 24/7/365 support available
- Secure - supports single sign on and multi-factor authentication
- Role Based Access Controls
- Routine server and software patching for security vulnerabilities provided by the vendor
- Encryption of data in transit and at rest
- Supports external emailing
- Payment processing capable including State of Oregon and OSU PCI DSS compliant. Touch-net ready partner preferred.
- Color or Icon coded tabs for quick recognition and access of sections of the software
- Compatible with mobile devices
- Automated fee functionality
- Adhere to WCAG Web Accessibility Standards
- Support for multiple languages
- 24x7x365 system availability and 45-day advance coordination of any maintenance outages
- Supports integrations with external systems including automated dispensing cabinets, existing EMR, etc.
- Supports internal chat function (Not sure this is a requirement)
- Supports the ability to send text messages to clients (not sure this is a requirement)
- Supports import/migration of data from existing pharmacy system to ensure records continuity.
- Offers end-user managed reporting module or capability

Question #4: Our hospital is currently moving to a product called ezyVet, are you able to integrate with existing EMR solutions via HL-7 interface?

Question #5: What is your implementation process and usual timelines?

Question #6: What training and support do you offer?

Question #7: Would you be able to provide a price quote or estimate, with possible price breakdown at this point? Any discounts, negotiation factors or cost factors that you can describe?

Question #8: Do you have any hesitancy, concerns or questions in offering us your product?

Question #9: Are you concerned about any veterinary-related questions with your product? If so, what are they?

Question #10: If you are unable to meet any requirement, are you currently working on it with your product?

Question #11: Are there additional possible routes to partner with our pharmacy? How would those routes be accomplished, especially if you note possible challenges?

Question #12: Is there anything else that may be important about your product that was not mentioned?

V. SUBMITTALS

Respondents are requested to submit the following:

- Submit one (1) electronic copy of your response via email to the contact listed under section II;
- Narrative describing the respondent's approach to fulfilling OSU's requirements including the answers to questions 1-12 in section IV;
- Marketing material, screenshots, or brochures of goods or services referenced in the narrative;
- Examples of work and materials from similar projects.
- Pricing Model

To be considered, responses to this RFI must be received no later than the due date and time indicated in the Schedule of Events. Responses must be sent to the contact person identified in Section II of this RFI.

Information gathered in this process could potentially be incorporated in an Invitation to Bid (ITB) or Request for Proposal (RFP). Any resulting RFP or ITB will be openly competitive and therefore responses should not be exclusive or restrict competition. **This RFI does not obligate OSU to issue an RFP or ITB nor to include information submitted by respondents.**

A contract will not be issued directly from this RFI, nor will issuance or acceptance of submittals or subsequent conversations bind OSU into any type of contractual obligation or relationship.