

NYS SPECIALTY PHARMACY PROGRAM RFP
Questions & Answers - Set 2
December 31, 2008

The responses to questions included herein are the official responses by the State to questions posed by potential bidders and are hereby incorporated into the Request for Proposals (RFP) issued December 1, 2008. In the event of any conflict between the RFP and these responses, the requirements or information contained in these responses will prevail.

Q1. Will you accept Utilization Review Accreditation Commission (URAC) as an accreditation entity in lieu of one of the three accreditation entities mentioned in the RFP and Questions & Answers Set One?

A1. Section C.2, page 11: No. The DOH will accept JCAHO, ACHC or CHAP.

Q2. Can bidders bill separately for in-home nursing services?

A2. Section C.3, page 14: When a bidder's nursing service is enrolled in Medicaid, the bidder may provide and bill nursing services directly.

Q3. When DOH sets a limit on the length of a response, does a double-side page count as one or two pages?

A3. Section E.1, page 30: A double-side page counts as two pages.

Q4. Minimum qualifications include the bidder being licensed as a pharmacy by NYS Department of Education. Is mention of NYS Department of Education a typo?

A4. Section E.2, page 31: No. The licensing authority for NYS is the Department of Education.

Q5. Under General Corporate Qualifications, 1) Corporate Structure and Organization, the bidder is asked to provide a summary description (3 page maximum) of their organizational structure. Does this page limit refer to just the summary description under item 1), or to the entire General Corporate Qualifications section?

A5. Section E.2, page 33: The page limit applies to the summary description under 1) Corporate Structure and Organization only.

Q6. Does NYS DOH allow non Certificate of Need agencies to provide services?

A6. Section E.2, page 34: Pharmacies are not Certificate of Need providers and therefore do not need CONs to provide service.

Q7. When describing the organization’s experience and current capacity for each specified operational function, should the information be provided on an enterprise-wide basis or specifically for the branch pharmacy providing services to DOH?

A7. Section E.2, page 36: Information should be provided specifically for the pharmacy providing services to the DOH. The DOH requires that the selected bidders have adequate experience and capacities in the key operational functions proposed.

Q8. When providing operating statistics for the current Call Center Staff Turnover rate of the Call Center Operations, should this information be provided for all position levels within the call center or specifically for those personnel who will handle DOH enrollee calls?

A8. Section E.2, page 36: Provide statistics for the current total call center capacity and operations.

Q9. Please clarify what you mean by “describe bidder’s policies for the procurement and storage of all products with a short shelf life and those requiring special handling”? Does this question refer to overall pharmacy operations or to how the enrollee is instructed to handle this?

A9. Section E.3, page 38: The question refers to the bidder’s overall policies and operations.

Q10. In the proposal requirements of the Technical Proposal under Implement and Operate a Specialty Pharmacy Dispensing and Delivery System, it states that the bidder must describe how they intend to ensure an accuracy rate of 99.9% per calendar day. Could DOH please clarify their definition of an “inaccurate” prescription, as there is no industry standard definition?

A10. Section E.3, page 39: The DOH has no use for inaccurate prescriptions, and therefore sees no reason to define it.

Q11. In the proposal requirements it states the bidder must have at least 5 years experience in the distribution of specialty pharmacy drugs, is this a hard requirement?

A11. Section E.5, page 43: Yes. This is a Pass/Fail requirement.