



**REQUEST FOR PROPOSAL
PHARMACY SERVICES**

CONTRACT NO. 20-PINES-02

ADDENDUM NO.2

ISSUE DATE: June 30, 2020

1.0 GENERAL

This addendum forms part of the contract documents and is to be read, interpreted and coordinated with all other parts. The cost of all contained herein is to be included in the contract sum. The following revisions supersede the information contained in the original contract documents issued for the above-named project to the extent referenced and shall become part thereof.

2.0 QUESTIONS & ANSWERS

The attached transcript of questions and answers will form part of the RFP document.

All terms and conditions of the Document remain in full force.



**REQUEST FOR PROPOSAL
Pharmacy Services**

NO. 20-PINES-02

QUESTIONS & ANSWERS

ISSUE DATE: June 30, 2020

In accordance with the Bid document, the following is a transcript of questions asked by Prospective Proponents along with the District's responses:

1. May I please request a copy of the floor plans for The Pines, in which the Medication Rooms and the Nursing Stations are clearly marked, and if possible, the dimensions of the rooms are included?

District's Response:

See attached.

2. Is the Pines is using PointClickCare, and if yes, what version (i.e. Order Management?)

District's Response:

Yes, the Pines uses PCC Legacy

3. Given the significant investment that is required from pharmacy to begin providing services to a new home, is the District open to receiving proposals for an initial term of three (3) years with option to extend the contract for one (1) additional two (2) year term?

District's Response:

For the purposes of this RFP, the contract term will remain as outlined in the bid document. The District will be open to discussing contract terms with the selected proponent.

4. How many nursing stations do you have?

District's Response:

7 (5 units, plus one RN office on each floor)

5. Is every nursing station set up the same way?

District's Response:

Oak/Cedar vs Maple/Birch=Yes,
Spruce is slightly different

6. Do you have a current list of equipment with the associated quantities?

District's Response:

- Five medication carts
- Five tablets
- Five treatment carts
- 7 electronic pill crushers
- 3 digital pens
- 3 medication fridges
- 1 narcotic destruction bin

7. What is your current drug destruction pick-up schedule?

District's Response:

Uncertain (varies between monthly to quarterly)

8. What is your current medication delivery schedule?

District's Response:

Tuesday-Cedar, Oak, Maple (med strips)
Wednesday-Spruce and Birch (med strips)
Daily deliveries when required

9. Are you currently using the digital pen?

District's Response:

Yes

10. Do you use electric pill crushers or manual?

District's Response:

Electric but manual preferred

11. How many pill crusher bags do you use annually?

District's Response:

Unknown

12. Does the pharmacy provide any other medical supplies?

District's Response:

No

13. Can you clarify Part D, number 26: *Perform other related duties as requested or required as mutually agreed?*

District's Response:

This could be education/in-services for staff and family, sponsorship for attendance at AdvantAge, etc.

14. Do you have any units dedicated to dementia care?

District's Response:

Yes

15. Do you conduct education using a third party vendor?

District's Response:

Yes

16. How many hours a month does your current pharmacy consultant visit?

District's Response:

Uncertain (likely 4hs +/-)

17. Is you fax line covered by pharmacy?

District's Response:

No

18. What information would you like us to provide that would help you to evaluate our capacity to meet commitments (i.e. training and ongoing support)?

District's Response:

Track record of services provided to other clients. Formalized plan on how training/ongoing support is delivered.

19. We understand The Pines LTC is currently managed by Extencicare.

- a. What type of involvement do they have in this RFP process?
- b. What type of involvement do they have in the regular pharmacy services processes?

District's Response:

- a) None
- b) Full involvement

20. Would The Pines LTC (or The District Municipality of Muskoka) entertain a contract term of longer than one (1) year initially if satisfied with the proposal being presented?

District's Response:

See response to question #3.

21. Would you please provide a list of equipment requirements and desired amounts? (i.e. medication carts, fridges, etc.)

District's Response:

See response to question # 6.

22. Is there one nursing station per home area in The Pines (i.e. 5 home areas and 5 nursing stations)?

District's Response:

See response to question #4.

23. Are there any technical limitations around the size of the documents being sent via email?

District's Response:

Emails are limited to 25MB. Submissions can be sent in multiple emails as long as all are received before the closing deadline.

24. Do we need to provide within the submission the various insurance requirements or only upon award?

District's Response:

Insurance is only required upon award.

25. How many proponents will be selected for an interview / presentation and over what date range will the interviews happen?

District's Response:

The District will interview up to the top three (3) proponents, if necessary. Interviews, if required will take place the week of July 20th.

26. Is there currently an e-prescribing solution in use?

District's Response:

No

27. Are tablets/computers mounted on treatment carts for documentation on the eTAR?

District's Response:

Yes

28. What is the proposed contract award date?

District's Response:

The contract award date will depend of the number of submissions received and the time required to review and select a successful proponent. The District will strive for an award date of September 1st.

29. On page 13, bullet three: is the electronic medication delivery system On page 13, bullet three: is the electronic medication delivery system referring to eMAR? If not, please clarify.

District's Response:

Yes

30. What is the target service start date?

District's Response:

October 1st, 2020 as per the RFP.

31. How many home areas do you have? How many med carts? Do you use treatment carts and if so how many?

District's Response:

5 home areas, with one med cart and treatment cart for each respective home area.

32. How many prescribers do you have for residents at the Pines?

District's Response:

5

33. Will The Pines be pursuing future accreditation with CARF or Accreditation Canada?

District's Response:

We already deal with CARF

34. Please tell us who will be on the Evaluation Committee, and their positions and/or roles.

District's Response:

This information will not be provided as there is to be no communication with the Evaluation Committee by proponents. Should there be an interview stage, proponents will be notified of the Interview Committee.

35. Do you require proof of WSIB compliance from proponents as part of the RFP response, or only from the selected bidder?

District's Response:

WSIB is only required upon award.

36. Please clarify what you mean by "Internal Pharmacy Program" cited on page 14 of the RFP.

District's Response:

This item can be removed from the evaluation criteria.

37. Is The Pines currently supplied with weekly strip packing for resident medication? If not, can you detail your current medication packaging?

District's Response:

Yes, the Pines is currently supplied with weekly strip packing.

This concludes the question and answer period.

The Pines Long Term Care Residence

Welcome to The Pines! This new building replaces the original constructed in 1960 and meets or exceeds current Ministry of Health and Long Term Care standards. The new building renews The Pines 44-year tradition of caring for Muskoka's elders. Construction costs were financed by the District Municipality of Muskoka, with support from the Ministry of Health and Long Term Care. We are proud of our reputation for excellence in providing long term care. In answer to frequently asked questions:

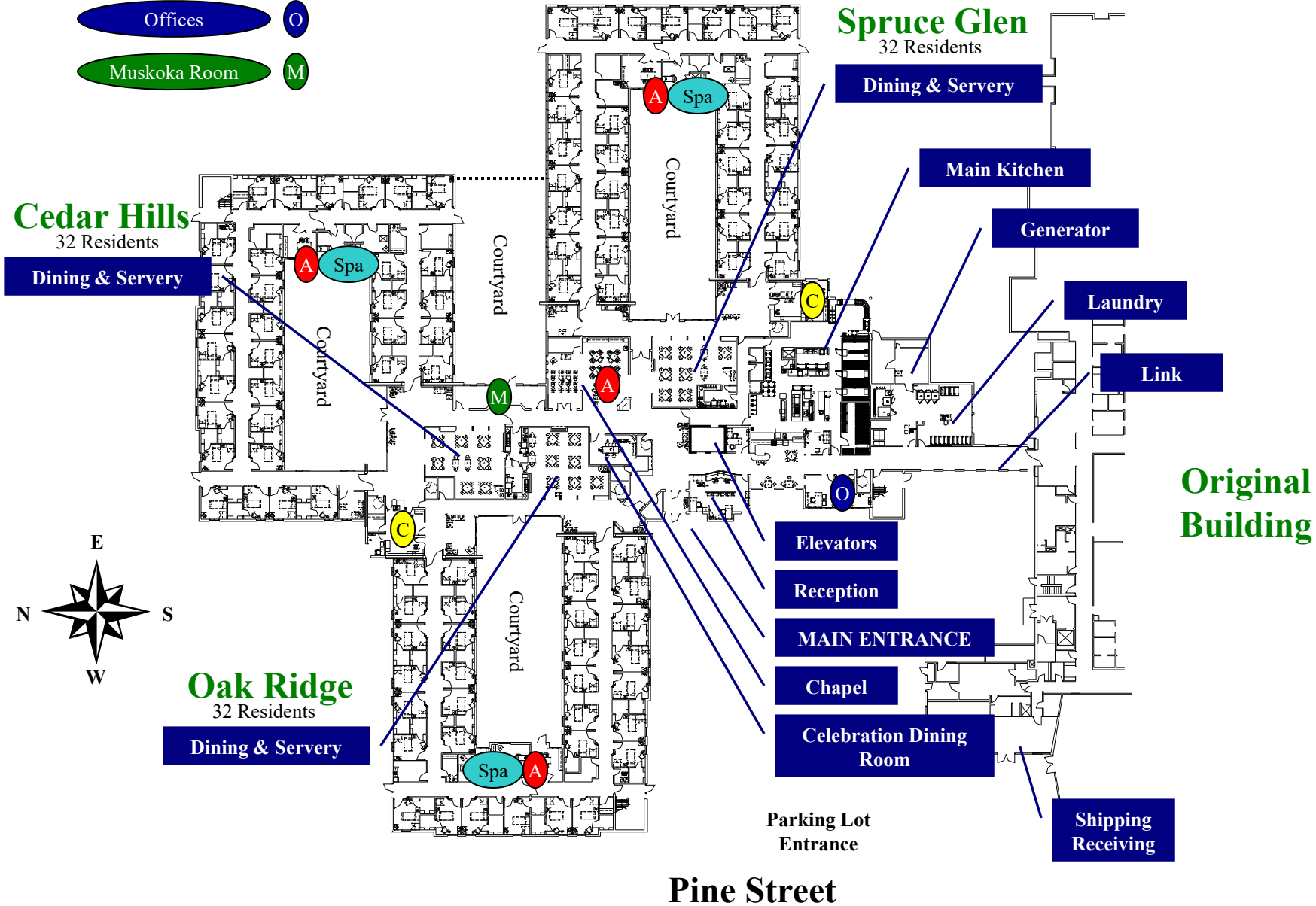
- The building serves 160 residents in 160 single rooms within 5 distinct resident home areas, each accommodating 32 residents. Each area has a dining room, activity area, spa, care centre and lounge areas.
- 60% of the rooms (94) are designated preferred rate with private bathrooms and are generally located on the outer perimeter of each resident home area. 40% of the rooms (66) are designated basic rate with shared bathrooms and overlook the courtyard in each resident home area.
- Three resident home areas are located on the main floor and two on the second floor. The core area on the main floor contains reception, the main lobby, chapel area, Celebration Dining Room, country kitchen, staff offices, main kitchen, laundry and generator room. The core area on the second floor contains activation rooms, residents' library, hair salon and laundry facilities, offices, staff lounge, locker areas and offices.
- Meals are prepared in the main kitchen and served in the five dining rooms.
- The Pines Vision is to 'Optimize Life' for every resident. The building design aims to achieve that objective. The brochure included in this package describes The Pines approach to provision of care for all residents. The illustrations attached show the layout of each floor of the building.

Other important points:

- The District Municipality of Muskoka owns The Pines, and staff are employees of the District Municipality of Muskoka. The District purchases long term care expertise from Extendicare (Canada) Inc. to assist in achieving high quality long term care.
- The Pines operating costs are fully paid by Ministry and Health and Long Term Care revenues and Pines' residents' co-payments. The Pines does not receive operating subsidy from the District.
- The Pines is accredited by the Canadian Council of Health Services Accreditation whose aim is to help health services organizations achieve greater degrees of excellence for the benefit of all Canadians.

The Pines – Main Floor

- Activation Area A
- Care Centre C
- Offices O
- Muskoka Room M



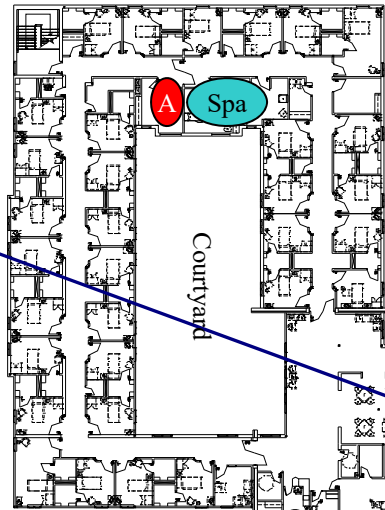
The Pines – Second Floor

- Activation Area A
- Care Centre C
- Offices O
- Balcony B

Birch Meadow

32 Residents

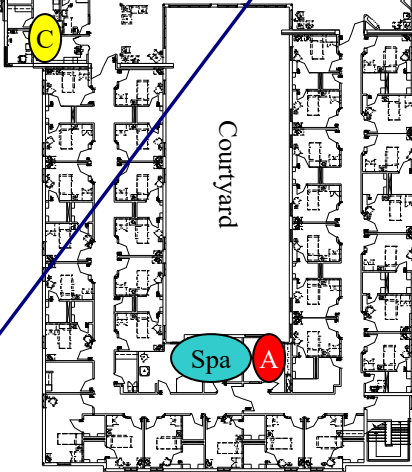
Dining & Servery



Maple Woods

32 Residents

Dining & Servery



Courtyard

Courtyard

Courtyard

Library

Granite Room

Staff Room

Staff Lockers

Original Building

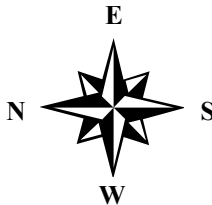
Volunteer Room

Elevators

Hair Salon

Parking Lot Entrance

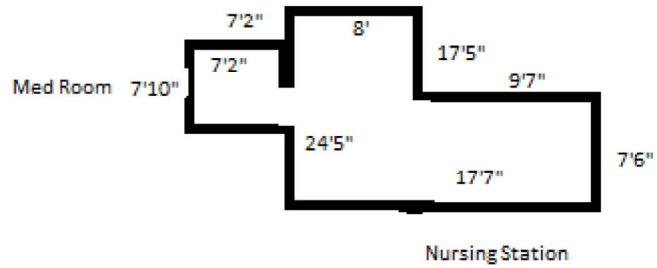
Pine Street



Spruce Nursing Station



Cedar / Oak



Birch / Maple

