



## **Aptus Treatment Centre**

# **REQUEST FOR PROPOSAL FOR PHARMACY SERVICES**

DATE ISSUED:

June 10, 2024

APPLICATION DEADLINE:

July 23, 2024

CONTACT INFO:

Patricia Triantafilou, Procurement Coordinator  
[procurement@aptustc.com](mailto:procurement@aptustc.com)

Solicitation #: 06-2024

## SUMMARY OF KEY RFP DATES:

Date of Issuance:	June 10, 2024
Intent to Respond	click <b>HERE</b> to inform us of your Intent to Respond or by email: <a href="mailto:procurement@aptustc.com">procurement@aptustc.com</a> . You will receive confirmation of your submission.
Deadline for Questions / Clarifications	Requests for questions/clarification must be received no later than June 28, 2024 to:  <a href="#">click HERE</a> to submit your questions/clarifications or by email: <a href="mailto:procurement@aptustc.com">procurement@aptustc.com</a>  All questions and answers will be shared and distributed by July 8, 2024 to all Proponents who have indicated their Intent to Respond.
Interviews with Shortlisted Proponents	A one-hour, virtual meeting may be requested with the shortlisted Proponents
Deadline for Submission of Proposals:	<b>Tuesday, July 23, 2024, 4:00 p.m., EST</b>
Contract Duration:	3 years + option to renew for 2 more years
Proposal Delivery Address:	Responses must be submitted to the following email address: <a href="mailto:procurement@aptustc.com">procurement@aptustc.com</a> . You will receive an email response confirming your submission.
Latest Contract Award Date:	August 16 <sup>th</sup> , 2024
Contract Sign-off Date by Both Parties:	August 30 <sup>th</sup> , 2024
Contract Start Date:	November 1 <sup>st</sup> 2024
Contact:	Patricia Triantafilou, Procurement Coordinator <a href="mailto:procurement@aptustc.com">procurement@aptustc.com</a>

## 1.0 INTRODUCTION

### 1.1 About Aptus Treatment Centre

Aptus Treatment Centre (Aptus) is a registered charity primarily funded by the Ministry of Children, Community and Social Services (MCCSS). Founded in 1979, Aptus specializes in supporting individuals with complex needs, including developmental disabilities, physical disabilities, medical complexities, and dual diagnosis (developmental disability and mental health issues).

### 1.2 Services and Programs

Aptus provides services and supports through the following programs and locations:

- **Supported Living** - eleven supportive living homes in Toronto and York Region:

#### Toronto

- 1 home - Dufferin and Finch Ave.
- 1 home - Dufferin and Highway 401
- 1 home - Yonge and Finch Ave.
- 1 home - Bathurst and Lawrence Ave.
- 1 home - Bathurst and Highway 401

#### York Region

- 2 homes - Keele and Highway 7 (Vaughan)
- 2 units in a condominium - Bathurst and Highway 407 (Vaughan)
- 1 home - Dufferin and Steeles Ave. (Vaughan)
- 1 home - Jane and Major Mackenzie Drive (Maple)

- **Adult Day Services** - located at Aptus' head office, 40 Samor Road, offering life skills and routines training to help promote independence
- **Education and Community Partnership Program (ECPP)** - two schools providing supported learning in partnership with the Toronto District School Board and York Region School Board. This program services children and youth up to the age of 21 years.

### 1.3 Organization Overview

Aptus employs approximately 200 staff and operates with an \$18 million budget as a non-profit, charitable community agency primarily funded by the Ontario Government.

Our expert services empower individuals to reach their full potential through development, growth and evolution. Aptus operates within a unionized environment. Our supported living homes provide 24/7 supports and focus on teaching life skills, routines and practices to enhance independence. We promote community engagement and involvement in various activities.

Our sites prioritize sensory integration, community integration and communication. Individuals are encouraged to participate in meal preparation and daily chores, fostering a sense of responsibility. Our dedicated staff organize recreational activities, including sports, table games and community events.

## **2.0 PROCUREMENT PROCESS**

### **2.1 Timelines**

Please see page 2, "Summary of Key RFP Dates".

### **2.2 Submission Instructions**

Proposals must be submitted by email to [procurement@aptustc.com](mailto:procurement@aptustc.com) by **July 23, 2024, 4:00 p.m., EST.** Late submissions will not be accepted.

### **2.3 Purpose of Request for Proposal**

Aptus is soliciting proposals for Pharmacy Services.

Pharmacy services include, but are not limited to management of medication records (including pharmacy-generated MAR sheets), drug plans/insurance information, medication delivery, pharmacist support for any questions related to the provided medications, medication re-orders medication management training and related services to ensure the safe and efficient delivery of medications to our clients.

## **3.0 MANDATORY REQUIREMENTS**

Proponents must meet the following mandatory requirements to be eligible - proposals that fail to meet all mandatory criteria will be deemed non-responsive and will not receive further evaluation:

### **Licensing and Documentation (Mandatory)**

**3.1** The Pharmacy Provider must be an accredited pharmacy licenced by the Ontario College of Pharmacists and must hold a current certificate of accreditation. The Pharmacy Provider, all pharmacists and pharmacy technicians working for the provider must adhere to the Guidelines for the Practice of Pharmacy which outlines Model Standards of Practice for Pharmacists and Model Standards of Practice for Pharmacy Technicians. Further information can be found: <https://www.ocpinfo.com/regulations-standards/standards-practice/>

**3.1.1** The Pharmacy Provider must disclose if any pharmacists, pharmacy technician, or any other stakeholders have concerns (for example: discipline concerns, conditions to practise), or is not in good standing with the Ontario College of Pharmacists

**3.2** The Pharmacy Provider must be incorporated and provide proof of such status. Schedule A must be completed in full (See Schedule A).

- 3.3 The proponent must maintain and provide proof of Commercial General Liability Insurance Coverage for a minimum of \$2,000,000 (2 million), including Professional Liability coverage. A valid certificate naming Aptus as an additional insured will be required prior to contract signing.
- 3.4 The Pharmacy Provider will show evidence of a minimum of 2 years experience in serving supported living homes/retirement homes or other similar settings for individuals with a mild to severe developmental delay.
- 3.5 Provide References as per Schedule B – note we will not call references without advising you and only after you are shortlisted.

#### 4.0 SCOPE OF WORK

##### 4.1 Key Deliverables

###### Scope of Services:

The selected provider will be responsible for the following services and is asked to provide a detailed description and discussion as to how these deliverables will be met, as detailed below:

- **Compliance Packaging:** Providing compliance packaging in the form of Med-Pouches for regular and as-needed (PRN) solid oral medications, if appropriate. This includes organizing medications into easy-to-use packaging to promote adherence. Please discuss.
- **Dispensing:** Dispensing prescribed and over-the-counter (OTC) medications, that can be dispensed by the pharmacy. This includes medications such as inhalers, compounded ointments, creams, and liquids.
- **Medication Delivery:** The provider shall ensure the accurate and timely delivery of medications to Aptus sites and its clients. The date and time of delivery should be a mutually agreeable. Currently, deliveries are Tuesdays or Thursday evenings, expected to be delivered no later than 8:00 pm. The Service Provider should have a system in place to handle missed, unscheduled and emergency deliveries as well as coordinating any changes to delivery schedules or addresses.
- **Monthly Paper-Based MARs (with the potential to convert to digital Medication Administration Records (MARs) in the future):** Providing monthly paper-based Medication Administration Records (MARs) for each client. These records document the administration of medications, including dosage instructions, medication information, schedules and any necessary notes or observations.
- **eMar (Electronic Medication Administration Records):** Implementing an Electronic Medication Administration Records (eMar) system for clients receiving medication from the pharmacy. This system facilitates efficient medication administration and documentation by providing a digital record of medication

administrations, ensuring accuracy and timeliness. This is not a current expectation. Please describe any current or future plans you may have to implement an electronic eMar system.

- **Medication Reviews:** Conducting medication reviews (MedsChecks) for clients who are taking a minimum of three prescription medications for a chronic condition. These reviews involve assessing medication regimens, identifying potential drug interactions and providing recommendations for optimized medication management.
- **Medication Counselling and Reconciliation:** Offering medication counselling services to clients or, as appropriate, the substitute decision-makers. This counselling will provide information on proper medication use and potential side effects, and address any concerns or questions. Additionally, conducting medication reconciliation to ensure accurate and up-to-date medication lists for clients.
- **Access to Medication Profiles and Health Monitoring Tools:** Granting access to clients' medication profiles and health monitoring tools through the pharmacy's secure and confidential online portal would allow clients, Aptus staff and authorized healthcare professionals to view medication histories, monitor adherence and track health outcomes.
- **Medication Record Management:** The provider shall maintain complete and up-to-date medication history records, including information on oral intake assessments, allergies, medical conditions, over-the-counter medications and prescriptions not dispensed by the provider.
- **Drug Plans/Insurance Information:** The provider shall work closely with clients to obtain and maintain their most updated drug plan information and prescriptions. This includes coordination with third-party payers and adherence to OHIP requirements.
- **Billing:** Please describe any services that can be accessed at an extra charge to Aptus. Note that approval for extra billing must be obtained in writing. Please describe any funding programs you use to offset costs.
- **Hospitalizations/Decease Notifications:** The provider shall be promptly notified of any client hospitalizations or deaths to avoid medication wastage and overbilling. They should work closely with Aptus to minimize any disruptions in service and coordinate communication.
- **Medication Re-Orders:** The provider shall ensure timely placement of medication re-orders, excluding medications regularly delivered in daily medication packages. Urgent re-deliveries should be handled according to the agreed-upon procedures.
- **Training:** All direct support staff from all Aptus sites require annual training on receiving and administering medication, including orientation training when the staff member is new to Aptus. Please describe any training you can provide and in what format this can be delivered for example online or in-person. Further, outline any costs in the pricing section.

- **Regulations and Policies:** Please describe how you adhere to all relevant regulations and policies regarding medication management and how you stay current on any changes. Provide information on how you have used AIMS (Assurance and Improvement in Medication Safety) program and Pharmapod for monitoring/tracking/reporting/follow up of medication incidents and near misses. Speak to the type(s) of medication error documentation training your staff received and when and how frequently it occurred.
- Participate in quarterly and annual evaluations of medication management system as per legislative requirements, with the ability to access auditable information as needed.
- Provide and support a medication management system with written policies and protocols (in accordance with evidence-based practices). The medication management system will follow legislative requirement.
- Written policies and procedures must be produced upon request and are to include:
  - Medication errors and near misses
  - How medications are ordered and reordered
  - How medications are dispensed/administered/reconciled
  - Delivery of medications
  - Storage of medications
  - Destruction and disposal of all medications

Your ability to demonstrate that you are a well-run pharmacy, with evidence of utilizing best practices is important to Aptus. Please feel free to include a sample of one of your policies.

### **Other expectations**

- **Safety:** The Pharmacy Provider will be dedicated to the safety, well-being and enhancement of the quality of life of all Aptus individuals in service and shall deliver services in a manner consistent with the overall purposes of the specific program (e.g. supported living home and/or day program). The Pharmacy and all staff will work together to provide the highest quality of care.

The Pharmacy Provider and staff shall provide guidance and collaborate to develop, monitor and maintain the medication management system and pharmaceutical services, with a focus on medication reconciliation, administration and dispensing training tailored to direct support staff (not trained as nurses or other regulated health care professionals). Please ensure you address the use of safe and best practices throughout your proposal.

- **Digitization:** Aptus is working to reduce paper use and to leverage technology in everything we do. Provide a description of your digital capabilities and digital support systems for training, medication administration and delivery if you have such capabilities.

## **4.2 Contract Term**

The contract term is 3 years with the option for Aptus to renew for 2 more years.

## **5.0 PROPOSAL REQUIREMENTS**

Proponents should submit complete proposals with a table including information described in Scope of Services section 4.1 as well as:

### **5.1. Experience & Qualifications**

*This section should highlight the experience and qualifications of the Proponent organization relevant to the requirements listed section of 4.1 - Key Deliverables. This should include, but is not limited to:*

- Company history and ownership
- Overview of the management team and their experience and qualifications
- Qualifications of the staff who work in the pharmacy
- Describe relevant experience providing similar services either in the developmental services sector or in similar industries.
- Please also fill out the form in Schedule A

### **5.2 Proposed approach to onboarding a new agency:**

Please speak about your process and experience for onboarding a new agency such as Aptus. What is your experience and provide a high-level, brief project plan that outlines the major milestones and approximate timelines for such a transition.

### **5.3 Service Delivery**

Proponents should submit complete proposals that address, at minimum, the key deliverables in the Scope of Services Section 4.0. Where appropriate discuss ability, process, timelines and capacity to meet these deliverables.

Please describe how conflicts, complaints and performance issues are handled.

### **5.4 Licensing and Documentation**

*This section should include the following documentation in support of:*

*Mandatory Criteria (section 3.0 above): Please address the Mandatory criteria as per Schedule A and discuss any related matters in this section.*



## 5.5 Other:

Please provide a Sample Contract used by the Proponent. Aptus reserves the right to negotiate terms and conditions prior to contract signing.

## 5.6 Completed Forms and Appendices

- **Schedule A** - Proponent Information
- **Schedule B** - Three (3) current or recent references, two (2) of the references must be from the developmental services sector in Toronto or York Region)
- **Schedule C** - Pricing form

## 6.0 EVALUATION CRITERIA

The Selection Panel will compare and evaluate all proposals that meet the Mandatory Requirements in accordance with the following Scoring Grid to determine the Proponent's strength and ability to provide the services. Aptus will select the proposal(s) that are most advantageous to Aptus (including best value based on quality, service and price).

Evaluation Criteria/Scoring Grid	Ranking Weight
Service Delivery Capability and Descriptions	30%
Quality and Safety Measures	30%
Pricing (Schedule C)	20%
Experience and Qualifications (5.1)	20%
Relevant References (Schedule B)	Met or Not Met
Mandatory Requirements (3.0), Licensing and Documentation (5.4)	Met or Not Met

Shortlisted Proponents may be selected for a virtual interview with Aptus.

## 7.0 GENERAL TERMS & CONDITIONS

The contract will be awarded to the qualified vendor who submits the best overall proposal, based on experience in handling similar projects, qualifications, ability to meet the delivery requirements, safety measures, approach, references from previous clients and any relevant costs.

Aptus Treatment Centre reserves the right to discuss any and all proposals, to request additional information from Proponents for clarification purposes.

Aptus Treatment Centre reserves the right without prejudice to reject any or all proposals and to determine in its own judgment the vendor(s) best qualified to meet its needs. The lowest-cost proposal will not necessarily be selected.

If, in the opinion of Aptus Treatment Centre, a proposal contains false or misleading information of any kind or does not contain sufficient details to fully evaluate the capability or proposed price, Aptus reserves the right, in its sole discretion, to reject the proposal.

Aptus Treatment Centre reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and conditions therein will be binding upon the vendor.

## **8.0 PROPONENTS EXPENSES**

Proponents are solely responsible for their own expenses in preparing and submitting proposals, for any meetings, negotiations, or discussions with Aptus in any way to select a preferred Proponent.

## **9.0 DEBRIEFING**

Not later than sixty (60) calendar days following the date of posting of a contract award notification in respect of the RFP, a Proponent may contact the Procurement Coordinator via email at [procurement@aptustc.com](mailto:procurement@aptustc.com) requesting a debriefing from Aptus, and Aptus shall conduct such debriefing.

## **10.0 CONFLICT OF INTEREST**

Please declare any potential conflicts of interest, whether actual or perceived.

## **11.0 SOLICITATION OF APTUS TREATMENT CENTRE STAFF**

Proponents and their agents will not contact any member of Aptus with respect to this RFP, other than Aptus' Procurement Coordinator at any time prior to the award of a contract or the cancellation of this RFP.

## **12.0 NO OBLIGATION**

Aptus reserves the right to reject any or all proposals as a result of this request and to re-advertise or recommence the RFP process if it desires.

## Schedule A

### Proponent's Information

#### Pharmacy Services for Aptus Treatment Centre

Complete this form and include it with the submission. Please ensure all information is legible.

1.	Company Name	
2.	Company Owner or President	
3.	Contact Name, Head Office Address, Phone number, email	Primary Contact Name: Phone #: Email:
4.	Years providing Pharmacy service to organizations in Health and/or Developmental Services sector	
5.	Do you currently provide similar services in Toronto or York Region?	
6.	Company Head Office Address:	
7.	Main Phone #:	
8.	Company E-mail:	
9.	Company Business Number (CRA):	
10.	Company HST #	

## Schedule B

### Recent or Current References

#### Pharmacy Services for Aptus Treatment Centre

Provide three (3) recent or current references of the Services where the requirements were similar to Aptus's requirements as set out in this RFP. Aptus reserves the right to request site visits and demonstrations of existing operations. Aptus reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review.

##### Reference #1

<b>Name of Company:</b>	
Company Contact Information	Contact Name: Phone Number:                      E-mail Address:
Length of time you have provided services to this customer (minimum two (2) years)	
Scope of Services provided	

##### Reference #2

<b>Name of Company:</b>	
Company Contact Information	Contact Name: Phone Number:                      E-mail Address:
Length of time you have provided services to this customer (minimum two (2) years)	
Scope of Services provided	

##### Reference #3

<b>Name of Company:</b>	
Company Contact Information	Contact Name: Phone Number:                      E-mail Address:
Length of time you have provided services to this customer (minimum two (2) years)	
Scope of Services provided	

## Schedule C

### Pricing Form

#### Pharmacy Services for Aptus Treatment Centre

Prepared and submitted separately but considered to be part of the proposal, an agency quotation for the fees to be charged for the duration of the Contract Period inclusive of the option to extend.

Any other costs should be clearly stated to be part of the quoted fees. Please attach a pricing list/pricing guide for anything Aptus may be expected to pay for as part of Pharmacy Services. Provide any fees related to equipment, special programs or optional services you offer, i.e., training. Please clarify if your pricing includes/excludes HST.

Currently, our primary charges are related to the purchase of vitamins and the occasional over the counter pain medication.

Item	Price

Other comments, if any: