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September 11, 2014

**SUBJECT:** Letter of Clarification No. 2  
**REFERENCE:** RFP Invitation No. S55-T25111  
**TO:** All Prospective Respondents:

This Letter of Clarification is issued for the following reasons:

- **The following questions and City of Houston responses are hereby incorporated and made a part of the RFP:**

**1. Vendor Question:**

What is the strategic intent for implementing the new Pharmacy and Inventory Management System? In other words how does it fit into the big picture for Health and Human Services and the city technology roadmap. What are the cited goals and objectives for system implementation(reducing cost, reducing errors, etc)? What are the unspoken goals? Like implementation of a state of the art system, drawing State and National coverage. Or just implement a plain vanilla system.

**COH Answer:**

**The strategic intent for implementing the new Pharmacy Software and Inventory Management Systems is to enhance the quality of patient care for the Houston Department of Health and Human Services. The Department is implementing several electronic health systems and is looking to leverage the technologies within the software components to provide a true end to end picture of services provided to the patients that entrust us with their care. We are looking for a system that complies with all health care mandates and regulations while providing quality of service.**

**2. Vendor Question:**

It is assumed that the solution must be architected to maintain alignment with Health and Human Services Information system structure and communication protocols. Is this a valid assumption? Do you have any documentation of expected touch points (existing systems) of this new system? Do you have high level network and/or application diagrams? Has any IT architecture been done? Any data or information architecture documentation?

**COH Answer:**

**This is a valid assumption. The system that must be considered is the ability to work well with EPIC, which is our core electronic health records system. Information on EPIC can be found online; any other detail is proprietary to the City and we will not share this information at this time. We are looking for the vendor to propose a solution to us and based on the proposal it is quite possible that there may be several architectural options for system build.**

**3. Vendor Question:**

Do you have any documentation on the existing manual process of Pharmacy operations and the current inventory management process? If you do, would you please provide?

**COH Answer:**

**Please refer to the attachment provided.**

**4. Vendor Question:**

The current process is manual as indicated in the RFP. It is assumed that business processes/workflow must be developed to house the functions outlined in the RFP. Is this assumption valid? Should the bid include a line item for continuous process improvement?

**COH Answer:**

**Yes, based on the system selected business processes and workflows would be determined utilizing a "best practices" approach. Our assumption is that the vendor selected will have knowledge in this area and will be able to provide feedback based on historical implementation performed and industry standard recommendations. If a line item is included for "continuous process improvement" please explain what you plan on delivering for this cost.**

**5. Vendor Question:**

It is assumed that the end user community is available for decisions. Correct?

**COH Answer:**

**All decisions will be made by the core project team.**

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LETTER OF CLARIFICATION No.2  
PHARMACY SOFTWARE & INVENTORY MANAGEMENT SYSTEM  
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6. **Vendor Question:**

What is the expected number of remote sites? Mentioned in the RFP is 12 public Health pharmacies how many jail pharmacies are there?(Wide area network??)

**COH Answer:**

**There are two (2) jail pharmacies and all sites are connected to the WAN.**

7. **Vendor Question:**

What is the protocol to arrange site visits.

**COH Answer:**

**This will be provided to the selected vendor at such time a contract is awarded.**

8. **Vendor Question:**

Is the city ready for any type of cloud base architecture?

**COH Answer:**

**The city is open to cloud based technologies provided they adhere to local, state, and federal compliance as well as internal IT security protocol.**

9. **Vendor Question:**

Will Health and Human Services or the city provide the connectivity for the system? Including backbone communication?

**COH Answer:**

**This can be negotiated depending on the connectivity required. This should be in the requirements documented submitted in the proposal.**

10. **Vendor Question:**

Is it expected that the system will be available 27/7 365 days a year. This will mean failover capability and mirrored array disk.

**COH Answer:**

**We expect the system to be available during all operational hours, which at this time is 24/7/365 (jails). However, we are not asking for 99.99% up time. Measures should be incorporated to ensure business continuity / disaster recovery in the event of an unscheduled outage.**

11. **Vendor Question:**

Is the City interested in any type of cost of ownership, return on investment, or net present value calculations?

**COH Answer:**

**Yes, if you're able to provide with the information given.**

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**12. Vendor Question:**

Will the new servers be housed in an existing Health and Humans Services server farm or will one have to be located?

**COH Answer:**

This will be based on the type of technology selected. At this time, all systems reside in the City of Houston server farm, inclusive of the Department of Health.

**13. Vendor Question:**

Is the Health and Human Services CIO or the City CIO available for questions? Please provide contact information.

**COH Answer:**

Yes, but the protocol during the procurement process is that all questions are submitted to Joseph Badell.

**14. Vendor Question:**

What is the total number of staff expected to use the system? Maximum number of simultaneous users on the system at any one time?

**COH Answer:**

Approximately 70-100.

**15. Vendor Question:**

Has the city contracted a lead consultant or project manager for this process (in an advisory role)? Please provide contract information.

**COH Answer:**

Yes, there is a Senior IT Project Manager assigned to project and an initial governance model has been established. Contact information will be provided once the contract has been awarded.

**16. Vendor Question:**

Assessment of staff readiness to accept change. Has this been done?

**COH Answer:**

The City Dept of Health and Human Services has a change management model and has already implemented change management strategies for the user base.

**17. Vendor Question:**

Assessment of pharmacy (med) providers ability to handle automation. Has this been done? Are they available for testing?

**COH Answer:**

Some providers may be able to handle automation while others are not (in the case of some State systems). Provisions need to be made for these cases.

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**18. Vendor Question:**

Include budget item for end user training and education?

**COH Answer:**

Yes.

**19. Vendor Question:**

Have you identified process and technology Champions within the Health and Human services Dept?

**COH Answer:**

Yes.

**20. Vendor Question:**

It is assumed that the client expects a phased implementation approached meaning not implementing all functions and features at once. Is that a correct assumption?

**COH Answer:**

This is not necessarily true. We would like a waterfall project methodology because it works best in our environment; however, go-live should incorporate all features requested.

**21. Vendor Question:**

It is assumed that the bid will include cost of a development environment and a user test/acceptance environment. Is that assumption validate?

**COH Answer:**

This assumption is inaccurate. The City will not fund the cost of a development environment. We expect a turn-key system at implementation and standing up both a development / UAT environment can become cost prohibitive. We expect the vendor to have prior experience in this type of system where development / customization should not be extensive.

**22. Vendor Question:**

The reporting capability. Will the end user layout/design the reports?

**COH Answer:**

We expect out of the box reporting with the ability to manipulate the data. The database should be normalized with a data dictionary so custom reports can be written with ease.

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**23. Vendor Question:**

What about disaster recovery and continuity planning? It's assumed that this should be included.

**COH Answer:**

**For the system, yes, this should be included or at least a plan that covers this effort.**

**24. Vendor Question:**

What is the expected timeline for implementation?

**COH Answer:**

**Will be determined once the contract is awarded.**

When issued, Letter(s) of Clarification shall automatically become a part of the proposal documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division and the applicable City Department(s). It is the responsibility of the proposers to ensure that it has obtained all such letter(s). By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this proposal.

If you have any questions or if further clarification is needed regarding this Request for Proposal, please contact me.

Joseph Badell

Joseph Badell, CCCM  
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Strategic Procurement Division  
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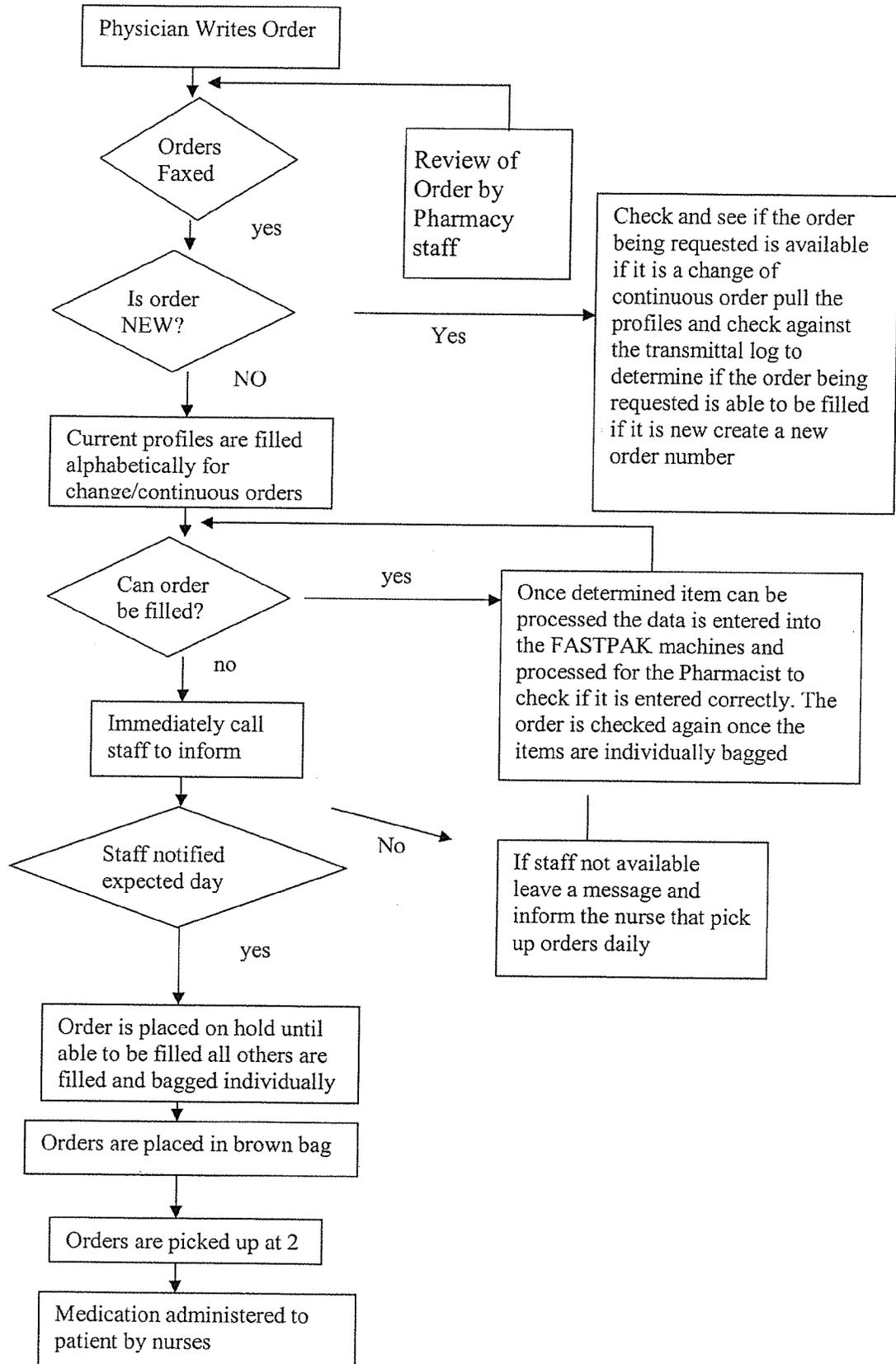
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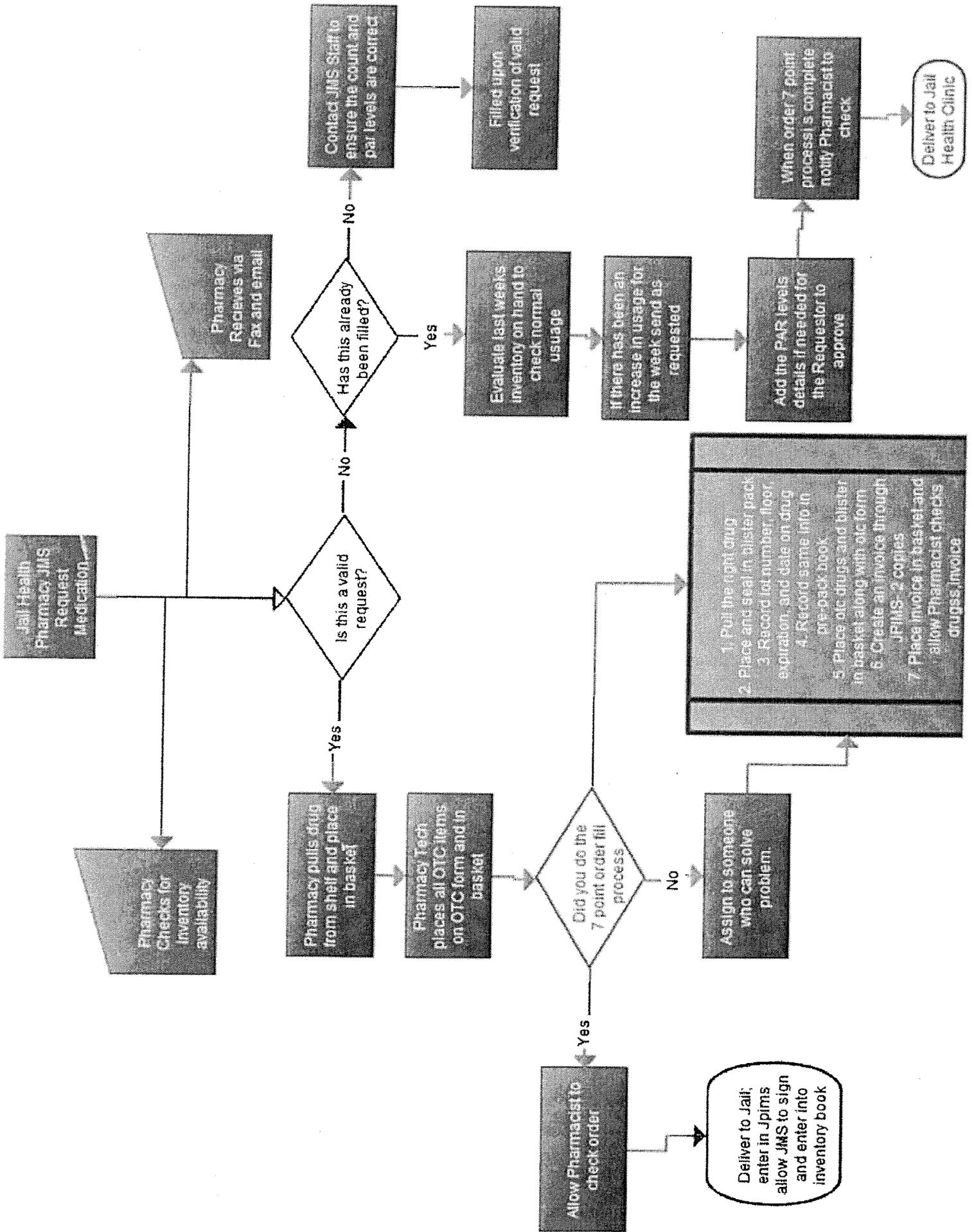
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**Council Members:** Helena Brown Jerry Davis Ellen Cohen Wanda Adams Mike Sullivan Al Hoang Oliver Pennington Edward Gonzalez  
James G. Rodriguez Mike Laster Larry Green Stephen C. Costello Andrew Burks Melissa Noriega C.O. "Brad" Bradford  
Jack Christie **Controller:** Ronald C. Green



TB Control Daily Operations Flowchart





Jail Health Pharmacy JMS Request Medication

Pharmacy Checks for Inventory availability

Pharmacy Receives via Fax and email

Is this a valid request?

Pharmacy pulls drug from shelf and place in basket

Pharmacy Tech places all OTC items on OTC form and in basket

Did you do the 7 point order fill process?

Allow Pharmacist to check order

Deliver to Jail; enter in Jpims allow JMS to sign and enter into inventory book

1. Put the right drug
2. Place and seal in blister pack
3. Record lot number, floor, expiration, and date on drug
4. Record same info in pre-pack book
5. Place otc drugs and blister in basket along with otc form
6. Create an invoice through Jpims - 2 copies
7. Place invoice in basket and allow Pharmacist checks drugs invoice

Has this already been filled?

Evaluate last weeks inventory on hand to check normal usage

If there has been an increase in usage for the week send as requested

Add the PAR levels details if needed for the Requestor to approve

When order 7 point process is complete notify Pharmacist to check

Deliver to Jail Health Clinic

Contact JMS Staff to ensure the count and par levels are correct

Filled upon verification of valid request