



# Newfoundland and Labrador Pharmacy Board Request for Proposal For Information Management Software

September 24, 2021

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# 1. Introduction

## 1.1 Purpose

The purpose of this Request for Proposal (RFP) is to obtain proposals to supply the Newfoundland and Labrador Pharmacy Board (NLPB) with database management software and services to address the requirements outlined in this document.

## 1.2 Background

The Newfoundland and Labrador Pharmacy Board, established by legislation in 1910, is the regulatory body for the practice of pharmacy in the province of Newfoundland and Labrador. To fulfill its obligation of public protection, the Board:

- establishes and administers the educational and registration requirements and processes for all registrants, as well as the licensing requirements and processes for all community pharmacies and hospital pharmacies
- supports and monitors the continuing professional development of registrants
- develops standards for pharmacy practice
- monitors pharmacy practice environments to ensure they meet appropriate standards
- responds to complaints about registrants
- maintain registers of Newfoundland and Labrador pharmacies and registrants.

The Board is comprised of eight registrants elected from across the province, two public representatives who are appointed by the Minister of Health and Community Services, two public representatives who are appointed by the Board, and the Dean of the Memorial University School of Pharmacy.

*The Pharmacy Act, 2012* requires all registrants and technicians practicing in the province and all pharmacies operating in the province to be licensed with the Newfoundland and Labrador Pharmacy Board.

Approximately 770 pharmacists and 250 pharmacy technicians are registered in NL, practicing in a variety of settings such as community pharmacies, hospitals, government, education, and research. In addition, 202 community pharmacies and 17 hospital pharmacies are licensed in the province.

### Glossary:

CIHI	Canadian Institute for Health Information
CPD	Continuing Professional Development
NLCHI	Newfoundland and Labrador Centre for Health Information
OAMT	Opioid Agonist Maintenance Treatment
PEBC	Pharmacy Examining Board of Canada
PIC	Pharmacist in Charge
PLI	Professional Liability Insurance
Registrant	Member (pharmacist, technician, student, or intern)
User	Backend user (NLPB staff member)

### 1.3 Context

The NLPB requires a registrant management system to support several key business functions for which it is responsible. The successful vendor will be responsible for providing a solution to address the requirements and will include set-up, installation, and support.

### 1.4 Scope

The RFP has two components: the system to address the business requirements and the services required to put the system in place to support it.

The NLPB business functions that require a system to support them are categorized in the following areas:

1. Registrant Management
2. NLPB Portal
3. Pharmacy Inspections and Quality Assurance Audits
4. Continuing Professional Development
5. Investigations, Complaints and Discipline
6. Board and Committee Support
7. Financial and Accounting
8. Communications
9. Security
10. Other

The services required include:

1. System implementation
2. System configuration
3. Interfaces with external systems
4. Training
5. Upgrade plans
6. Support

The details associated with these requirements can be found in Appendix "A".

### 1.5 Key Dates

RFP Released	September 24, 2021
Deadline for RFP response bid submissions to be received by NLPB	October 22, 2021
Target date for completion of bid evaluations	November 15, 2021
Vendor presentations completed (if requested by NLPB)	December 20, 2021
Anticipated decision and selection of vendor	January 30, 2022
Preferred solution implementation date	July 1, 2022

### 1.6 Contacts

Any questions about this document should be submitted by email to [inforx@nlpb.ca](mailto:inforx@nlpb.ca) with the subject line, "RFP-Information Management Software."

## **2. Requirements**

### *2.1 Detailed Requirements*

The requirements that need to be addressed are detailed in Appendix "A". They are a representative group of requirements. They reflect the current understanding of the NLPB with the acknowledgement that some requirements may change during the implementation process while others may be added or deleted.

Evaluations of proposals will be based on the current documented requirements as well as any advice that can be provided by vendors that could help improve the overall project.

### *2.2 Service Delivery Requirements*

The successful vendor will need to provide all the necessary services to deliver their solution to the NLPB, including:

1. Evaluation of the technical fit of the proposed solution into the existing NLPB environment.
2. Preparation of an implementation plan.
3. Provision of the required support services before, during, and after implementation.
4. Provision of training on the use of the system to all key NLPB users.
5. Provision of plans for implementation of potential future enhancements.

## **3. Response Requirements**

All responses to this RFP must:

1. Address all requirements identified in this RFP.
2. Meet timelines identified in this RFP.
3. Provide pricing that aligns with requested format in Appendix "B".
4. Provide references of current or former clients where a similar system has been successfully implemented and supported.

## **4. Evaluation Process**

All proposals must be received by the deadline identified in this RFP.

All requirements identified as "H" for High Priority must be met.

Pricing information must be provided as requested.

The NLPB may determine that vendor presentations are required to make a final decision. The decision of the NLPB is subject to system and acceptance testing prior to purchase of product.

Selection of the successful vendor resulting from this RFP will be based upon the most responsive vendor whose offer will be the most advantageous to the NLPB in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

The Newfoundland and Labrador Pharmacy Board reserves the right to:

- reject any or all offers and discontinue this RFP process without obligation of liability to any potential vendor,
- accept other than the lowest priced offer,
- amend the evaluation process as necessary,
- award a contract based on the initial offers received, without discussions or requests for best and final offers, and
- select more than one vendor.

All information provided to the NLPB may be incorporated into the final agreement that is entered into with the successful vendor.

## Appendix “A”

### NL Pharmacy Board Requirements for Database and Web Functionality

#### 1. Registrant Management

##### Administrative Dashboard

		Priority
1.1	Must have a clean design and be easy to use for users	H
1.2	To include current number of pharmacists, technicians, pharmacies, students, and interns by registration category	H
1.3	“Renewals at a Glance”: the number of registrants per category who have renewed for the next calendar year	M
1.4	A snapshot of YTD revenue by type	M
1.5	Display current election results	M
1.6	Other relevant data as determined by the NLPB, such as number of OAMT pharmacies and number of registrants authorized for advanced scopes	M

##### Pharmacies

1.7	Pharmacy profile including type (hospital, satellite, telepharmacy, etc.)	H
1.8	Pharmacies must have their own profile with links to the registrants who work there	H
1.9	Ability to designate one Pharmacist in Charge for each pharmacy profile	H

##### Pharmacists and Technicians

1.10	Maintain a searchable history of changes by type and date: changes of address, name, registration type, parent, etc.	H
1.11	Maintain data required for Canadian Institute for Health Information (CIHI)	H
1.12	Maintain a record of the registration history for each registrant: payment history, renewals	H
1.13	Record dates and reason for leaves of absence	M
1.14	Autopopulate the registrants’ zone according to postal code/registration type	M
1.15	Autopopulate the details for a particular record when it is the only search result. For example, type in registration or licence number, the record should fill the screen without additional mouse clicks or keying	M
1.16	Sort search results alphabetically as default	M
1.17	Produce an alert message when there are inconsistencies in the data, for example, if user is trying to enter more than one PIC per pharmacy	M

##### Students and Interns

1.18	Incorporate a system of approval and tracking for internship weeks	H
1.19	Record registration documents submitted for each student and new registrant so they can track their progress in completing their registration	H
1.20	Record exam results	M
1.21	Ability to integrate with third party online examination delivery software	M

## Reports

1.22	Super users must be able to easily create recurring and ad hoc reports by specific criteria, e.g., registrant age, date of initial registration, level of education, or disciplinary findings.	H
1.23	Reports must be able to be sorted by multiple data, for example, licence number, first name, last name, city, etc.	H
1.24	Export the register as a CSV file	H
1.25	Print a directory of pharmacies, including PIC	M

## Data Collection

1.26	Pharmacy services such as Opioid Agonist Maintenance Treatment (OAMT), Lock and Leave	Record applicable services and select fields to print on pharmacy licence	H
1.27	Pharmacists' expanded scopes: Prescribing, Injections, OAMT	Record if registrant is authorized to perform each of the listed expanded scopes and date of approval	H
1.28	Designations and certifications such as Professional Liability Insurance, First Aid/CPR	Enter provider, policy number, coverage amounts and effective dates. Ability to send an automatic alert notification to user/registant/PIC when the policy is about to expire	H
1.29	The above are the current additional data collected. System must be easily expanded if other authorizations or registration requirements are added.		H
1.30	Ability to add additional CIHI data in future, for example more options under gender		H

## 2. Registrant Interface

2.1	Must have a clean design and be easy to use for registrants	H
2.2	Registrants must be able to log in to their profiles securely with a username and password and update their contact information	H
2.3	Super users can approve new applicants and respond to sign up requests	H
2.4	Customizable sign-up form with ability to upload documents	H
2.5	Both active registrants and new applicants must be able to upload documents via their online profile and view them later	H
2.6	Lock tombstone data (education, date of birth, registration number) so it cannot be updated except by users on the back end, if necessary	M
2.7	Forms that are currently on the NLPB.ca website as PDFs are to be digitized and submitted online, with form data retained in registrant's profile	H
2.8	Autofill fields in forms based on existing information in registrant's profile	M
2.9	Send notifications to select users when forms are submitted	H
2.10	Select users can approve and/or respond to online applications	M
2.11	Print blank and completed online forms	H
2.12	Send blank and/or auto-filled forms to a registrant or group of registrants	M
2.13	PICs must be able to access both their profiles and the pharmacy profile from one log in (their profile)	H
2.14	Allow registrants to opt for payment by a third party and print and/or email the invoice to seek payment	H

2.15	New applicants should be able to track what is left to do in their path to registration or licensure	M
2.16	Registrants can print own registration certificate and/or pharmacy licence for current year	M
2.17	Autocomplete function in search field	M
2.18	Users and/or registrants can opt in or out of two-factor authentication	M

### 3. Pharmacy Inspections and Quality Assurance Audits

3.1	Track the pharmacy site inspection process and timelines for users	H
3.2	Digitize inspection or assessment forms to be completed by users	H
3.3	Automatically notify users at specified time frames to follow up with PIC	M
3.4	Generate notification to the PIC at specified time frames with reminder of the deadline to verify that all deficiencies are corrected	M
3.5	User-friendly interface to allow registrants to create digital floor plans	L

### 4. Continuing Professional Development/Registrant Audits

4.1	Allow registrants to enter and edit their CPD activities with the ability to print a yearly log for their records	H
4.2	Allow learning activities to be categorized as and/or changed from accredited to self-assigned & vice versa once entered	M
4.3	Enable annual renewal to be completed once the CPD requirement is met	H
4.4	Ensure no "blackout period" after annual renewal during which professional development section can't be accessed	H
4.5	Create a list (consisting of both random and selected) of registrants by type/category to be audited (professional development, liability insurance, etc.)	M
4.6	Import audit notification letter and personalize through a mail merge	M

### 5. Investigations, Complaints and Discipline

5.1	Maintain discipline history on registrant profiles	H
5.2	Track the complaints and discipline process and timelines for users	H
5.3	Upload documents to registrant file from Complaints Authorization Committee meetings and hearings	H
5.4	Record restrictions on registrant profiles and effective dates	H
5.5	Ability to include discipline findings on public register	H

### 6. Board and Committee Support

6.1	Manage contacts for members of board and committees	H
6.2	Have a poll function for board and committee members to respond to questions or meeting requests	L
6.3	Ability to run board member elections	H
6.4	Ability for super user to update board election template in advance of voting	M
6.5	Online voting for board elections available to registrants	H
6.6	Maintain record of board and committee members terms and appointments with alerts in advance of end dates	L



6.7	Committee and board members need to be able to log in and securely and individually access assigned documents as necessary regarding committee activities, board matters, finances, and complaints and discipline	H
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## 7. Financial and Accounting

7.1	Produce an A/R report by renewal year and date for unpaid renewals	H
7.2	Track daily deposits and export financial data to Sage Accounting or similar accounting program	H
7.3	Pay out invoices for multiple registrants	H
7.4	Issue post-dated invoices	M
7.5	Integrate existing payment gateway (currently Moneris)	H
7.6	Issue refunds and credits on credit card payments	H
7.7	Generate a clear message to the registrant when a credit card payment is declined	H

## 8. Communications

8.1	Upload documents (including PDFs, Word, Excel) and/or images as attachments for emails, faxes, and mailings	H
8.2	Upload and/or scan documents to individual user accounts	H
8.3	Send HTML and/or rich media emails	H
8.4	Select recipients by individual name, group, membership category, or geographical zone	H
8.5	Create multiple distribution lists	H
8.6	Send automatic emails and/or text messages based on user actions and/or upcoming deadlines taken from a variety of data fields	H
8.7	Send a previous communication to a different user	M
8.8	Create email and letter templates	H
8.9	Autofill letter templates	H
8.10	Automatically personalize letters and emails based on users selected	H
8.11	Print mailing address labels (group and individual)	H
8.12	Print letters and envelopes with mailing addresses	H
8.13	Ability to send email to multiple distribution lists	H
8.14	Set and receive reminders for tasks	M
8.15	Maintain a searchable record of all correspondence sent to a user or group	H

## 9. Security

9.1	Protect data and security access at a desirable level for a regulated health profession handling sensitive and private data	H
9.2	Ensure data is securely stored offsite	H
9.3	Keep payment information compliant with Payment Card Industry (PCI) standards	H
9.4	Ensure members can see only their own data and are allowed to edit only certain personal information on their profiles	H
9.5	Allow designated members such as committee members or Board members to log in to securely view specific documents	H
9.6	Securely interface daily with the provincial electronic health record Provider Registry as per data sharing agreement	H
9.7	Export information in a format that is CIHI compatible in ASCII (txt) format	H

## 10. Other Requirements

10.1	Support both super users and casual users (current requirement-this may change)	H
10.2	Support up to 1500 members renewing between October-December annually	H
10.3	Execute multiple transactions without impacting response time	H
10.4	Optimize interface for use on various devices and browsers	H
10.5	Provide training for NLPB staff users	H
10.6	User guide and live support available for super users	H
10.7	Provide support material for registrants	H
10.8	Provide regular report on fixes and updates	H

## Appendix “B” Pricing Details

Please complete the pricing in the following format.

		Cost (\$CAD)
Application		
	Initial Purchase	
	Annual costs/subscription rate. Please provide the amount for each user and detail the specifics of what is provided for the annual subscription fee.	
	Other	
Services		
	Flat rate for implementation, training, and support	
	Hourly rate (customizations, extended services as required, etc.) Provide details of what activities incur additional hourly costs outside the annual subscription fee.	
	Other	

## **Appendix “C”**

### **Current Technical Environment**

Currently, the NL Pharmacy Board runs a virtual Windows 2012 R2 Datacenter server via a third-party cloud-based host, running a single Active Directory domain.

User data files are stored in ‘OneDrive’ hosted by Microsoft 365 Services Canada and are synched locally with each client computer.

This virtual server is running file and print services and is the primary Domain Controller for user authentication.

Email services are provided through a third-party Hosted Exchange provider.

A Meraki firewall is implemented providing remote client VPN access through Radius Authentication via the DC and a site-to-site encrypted tunnel to a pfSense firewall at the server hosting site.

Workstations are a mix of desktops, tablets and laptops running Windows 10 Pro or Windows 7 Pro.