

REQUEST FOR SEALED PROPOSAL

OUTPATIENT PHARMACY PACKAGE



Cherokee Nation Procurement
On behalf of
Health Services

CHEROKEE NATION
P.O. Box 948
Tahlequah, OK 74465
(918) 453-5000

REQUEST FOR SEALED PROPOSAL OUTPATIENT PHARMACY PACKAGE HEALTH SERVICES

Introduction:

The Cherokee Nation is the federally recognized government of the Cherokee people and thereby has sovereign status granted by treaty and law. Tribal sovereignty is the right to self-governance. The seat of tribal government is the W.W. Keeler Complex near Tahlequah, Oklahoma, capital of the Cherokee Nation. The jurisdictional area of the Cherokee Nation (hereinafter "Nation") covers 14 counties.

The Health Services Group administers patient care and oversight for the transactions with the full support of Cherokee Nation. It is the goal of the Cherokee Nation to be a leader in all aspects of healthcare. The Cherokee Nation operates a network of ten (10) ambulatory health clinics, one (1) hospital, and multiple other health service programs. To continue to expand and improve services to our citizens, the Nation is seeking sealed proposals from interested parties to provide prescription software for health services. Complete information with additional details, project description, scope of work and evaluation criteria is included in this Request for Proposal (RFP). A mandatory response form to be included with sealed proposal is provided: Attachment A. The mandatory response form in Attachment A is to be included with sealed proposal submittal in addition to the listed factors to be addressed as outlined in this RFP.

The Nation will be accepting sealed proposals from Indian and Non-Indian parties. Indian preference will be given only to responding parties who provide proof of current certification from the Cherokee Nation Tribal Employments Office (TERO) located in Tahlequah, Oklahoma, telephone number (918) 453-5000. Indian preference will be applied in accordance with Cherokee Nation Acquisition Management Policy and Procedures. Proof of TERO certification must accompany and be included in proposal submittal.

General Information:

1. **Purpose of the Request for Proposal (RFP):** The NATION, is soliciting detailed, sealed proposals from contractors interested in providing prescription software for the NATION. The complete background of services provided by Health Services, software requirements, and details to be included with submitted sealed proposal are included in this RFP.
2. **Business License Requirement:** All contractors must have a valid Oklahoma Business License prior to award of contract.
3. **Other Licenses and Registrations Requirement:** All contractors are required to hold any and all necessary applicable professional licenses and registrations required by law. Proof of professional licenses is required with the proposal. Obtaining and ensuring compliance to all licensing and registering requirements is the complete responsibility of the contractor.
4. **TERO CERTIFICATION & INFORMATION:** Indian preference will be given only to responding parties who provide proof of current certification from the Cherokee Nation Tribal Employments Office (TERO) located in Tahlequah, Oklahoma, telephone number (918) 453-5000. Proof of TERO certification must accompany and be included in sealed proposal submittal.

TERO requirements apply to award of contract. Successful bidder must complete required TERO paperwork and pay all applicable fees in accordance with the current Legislative Act for this project.

Please direct any questions for Cherokee Nation Tribal Employment Rights Office (T.E.R.O.) in written format by deadline of **March 17, 2023 by 5:00 p.m. CT** to email amanda-coles@cherokee.org as specified in this RFP. These questions will be addressed by TERO and included in any addendum issued by **March 24, 2023 by 5:00 p.m. CT** on the Nation's public website www.cherokeebids.org with bid announcement (reference sections 6, 7, 8, and 9).

5. **Conflict of Interest and Restrictions:** If any contractor, contractor's employee, subcontractor, or any individual working on the proposed contract may have a possible conflict of interest that may affect the objectivity, analysis, and/or performance of the contract, it shall be declared in writing and submitted to Cherokee Nation Procurement at specified contact email no later than **March 17, 2023 by 5:00 p.m. CT**. The NATION will determine in writing if the conflict is significant and material and if so, may eliminate the contractor from submitting a proposal.
6. **Verbal Instructions:** Interested parties shall not initiate or execute any negotiation, decision, or action arising from any verbal discussion with any Cherokee Nation employee. Only written communications from the designated Contact Person at Cherokee Nation may be considered a duly authorized expression on behalf of the NATION regarding this RFP. Additionally, only written communications from interested parties are recognized as duly authorized expressions on behalf of the vendor. The same instructions shall apply to any subsequent award and agreement communications.
7. **Contact Person:** Any additional information required or questions regarding this RFP should be submitted, by specified deadline, in written format only to:

Cherokee Procurement
Attn: Amanda Coles
E-mail: amanda-coles@cherokee.org

8. **Contractor's Review and Questions:** Contractor's should carefully review this RFP for errors, questionable or objectionable materials, and items requiring clarification. Contractor's shall put these comments and/or questions in writing and submit them to the Cherokee Acquisition Management (Attn: Amanda Coles) no later than **March 17, 2023 by 5:00 p.m. CT** to email previously listed.
9. **Addendum to the RFP:** The NATION reserves the right to issue written addendums to revise or clarify the RFP, respond to questions, and/or extend the due date of proposals. Any and all such interpretations and any supplemental instructions will be in the form of written addenda, and will be posted on the Nation's bid website www.cherokeebids.org with bid announcement no later than **March 24, 2023 by 5:00 p.m. CT**. No other communication of the Addendum will be completed by the NATION. No interpretation of the proposal specifications will be made to any interest party orally. Failure to receive any issued addendum or interpretation shall not relieve responding party from any obligation contained in submitted proposal. All addenda so issued shall become part of the contract documents.

10. **Deadline for Receipt of Proposals:** Sealed Proposals may be mailed or hand delivered, as long as one (1) clearly marked, single sided original and 10 copies are physically received by Amanda Coles no later than **March 31, 2023 no later than by 5:00 p.m. CT.** Proposals received after this deadline will not be considered and will be returned unopened. Proposals must be addressed and delivered to Cherokee Nation Procurement at the addresses specified in this RFP. No responding party may withdraw their proposal within 90 days after sealed proposal due date.

PROPOSALS MUST BE RECEIVED ON OR BEFORE MARCH 31, 2023 by 5:00 p.m. CT BE CONSIDERED. PROPOSALS MUST BE SEALED AND CLEARLY MARKED "SEALED PROPOSAL, DO NOT OPEN, OUTPATIENT PHARMACY PACKAGE." Proposals submitted by e-mail or fax will not be considered. The envelopes containing the proposals must be sealed, addressed to Cherokee Nation, Attn: Amanda Coles, Procurement Department, P.O. Box 948, Tahlequah, Oklahoma, 74465. Proposals may also be hand delivered (sent by carrier service) to Cherokee Nation Acquisition Management, Attn: Amanda Coles, 17665 S. Muskogee Avenue, Tahlequah, Oklahoma 74464. Proposals will be accepted from Indian and Non-Indian responding parties. Any proposal not received by the stipulated deadline will not be accepted and will be returned, unopened.

11. **Cancellation of the RFP:** The NATION retains the right to cancel, modify or amend the RFP process at any time, at the NATION's sole discretion. The NATION shall not be responsible for costs incurred by contractors for proposal preparation.
12. **Proposal Withdrawal and Correction:** A proposal may be corrected or withdrawn by a written request received prior to the date of opening proposals.
13. **Multiple Proposals:** The NATION shall not accept multiple proposals from the same contractor.
14. **Disclosure of Proposal Contents:** A proposal's content shall not be disclosed to other contractor's.
15. **Retention of Proposals:** All proposals and other material submitted become the NATION's property and may be returned only at NATION's option.
16. **Cost of Proposal Preparation:** Any and all costs incurred by contractor's in preparing and submitting a proposal are the contractor's' responsibility and shall not be charged to the NATION or reflected as an expense of the resulting contract.
17. **Delivery of Proposals:** NATION assumes no responsibility or liability for the transmission, delay, or delivery of proposals by either public or private carriers.
18. **Media Announcements:** Any and all media announcements pertaining to this RFP require the NATION's prior written approval.
19. **Other Governmental Requirements:** It is the responsibility of the contractor to indicate within their proposal the applicability of any other federal, state, municipal, or other governmental statutes, regulations, ordinances, acts, and/or requirements.
20. **Qualification of Responding Party:** The Nation may make such investigations as deemed necessary to determine the ability of the responding party to perform the work. The responding party shall furnish to the Nation all such information and data for this purpose upon request. The Nation reserves the right to reject any proposal if the evidence submitted

by, or investigation of, such responding party fails to satisfy the Nation such responding party is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein. Conditional proposals will not be accepted.

21. **Binding Contract:** This RFP does not obligate the NATION or the selected contractor until a contract is signed and approved by both parties. If approved, it is effective from the date of final approval by the Contracting Officers. The NATION shall not be responsible for work done, even in good faith, prior to final approval of the proposed contract.
22. **Concerns with the Special or General Provisions:** If a contractor has concerns with either the Special or General Provisions, they should put their comments and/or questions in writing and submit them to Cherokee Acquisition Management (Attn: Amanda Coles) no later than **March 17, 2023 by 5:00 p.m. CT.** This will allow time for an addendum to the RFP to be issued, if required, to all recipients of the initial RFP.

The NATION reserves the right to not award or to cancel the award of a contract to a contractor who will not agree to all of the Special or General Provisions of said contract. It is the intent of the NATION to utilize only the NATION'S terms and conditions for any subsequent agreement based on award from this RFP.

An award for this project will be made subject to available funding. Firms are cautioned that proposals should be submitted initially on the most favorable terms, from both a technical and cost standpoint.

23. **Governing Laws and Contract:** The Cherokee Nation will make this RFP and the successful Contractor's proposal a part of the contract. This RFP and any subsequent contract and related documents shall be construed under the laws of the United States and where applicable, the Cherokee Nation. Nothing in this RFP, any subsequent documents or contract or related documents shall be construed as a waiver of limitation upon the Nation's sovereign immunity. To the extent this statement is found to be inconsistent with any other language in this RFP or any subsequent document or contract or related document, this statement shall control. This statement shall survive the completion or termination of any subsequent contract. In the event of any dispute which may affect this Agreement, the Contractor agrees the Agreement shall be governed by the laws of the United States, and where applicable, the laws of the Cherokee Nation. The Cherokee Nation will make the final decision on the contract format to be utilized for any award(s) under this procurement. There will be no Arbitration, Mediations or Indemnification clauses, and the Nation will not waive sovereign immunity. By submitting a proposal in response to this RFP, the Contractor agrees to these terms and conditions.
24. **Additional Terms and Conditions:** The NATION reserves the right to include additional terms and conditions during contract negotiations. However, these terms and conditions must be within the scope of the original RFP and will be limited to price, clarification, definition, and administrative and legal requirements.
25. **Contract Negotiations:** Upon completion of the evaluation process, contract negotiations may commence. If the selected contractor fails to provide the necessary information for negotiations in a timely manner, negotiate in good faith, or cannot perform the contract for any reason, including completion of the project within the amount of funds available for the project and/or as proposed, the NATION may terminate negotiations and negotiate with the next highest ranked contractor, or terminate award of the contract. The NATION shall not be responsible for costs incurred by the contractor resulting from contract negotiations.

Terms and Conditions

Acceptance of Conditions Governing the Procurement: Vendors must indicate their acceptance of conditions governing this procurement in their cover letter.

Incurring Cost: Any costs incurred by the vendor in preparation, transmittal, or presentation of any proposal, or material submitted in response to this RFP shall be borne solely by the vendor. The vendor is responsible for all costs associated with travel for on-site demonstrations

Amended Proposals: Any vendor may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter.

Vendor's Right to Withdraw Proposal: Vendors will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The vendor must submit a written withdrawal request addressed to Amanda Coles, at amanda-coles@cherokee.org.

Proposal Offer Firm: Responses to this RFP, including proposal prices, will be considered firm for 90 days after the date of receipt of the proposal.

Proprietary Information: Any restriction on any data included in any proposals must be clearly stated in the proposal itself. Each and every page of the proprietary material must be labeled or identified with the word "PROPRIETARY".

Location of Services: Location sites provided in RFP scope of work.

Term of Proposed Contract: NATION anticipates establishing a contract with a performance period starting October 01, 2023 and ending September, 2024 with the option to renew for six (6) additional fiscal years based on satisfactory performance, mutual agreement of both parties, and funding availability through September 30, 2030.

General Responsibility: The successful contractor will provide all necessary tools, equipment, parts, supplies, labor and supervision to provide prescription software for all the Nation's Health Services Facilities listed in RFP scope of work.

Contractor's Compensation: Compensation to the contractor shall be based on specific price and/or rates identified in the Contractor's proposal, as negotiated. This shall include any proposed subcontractor pricing.

Subcontracts: Contractor is solely responsible for fulfillment of the contract terms. NATION will make payments only to the Contractor. Contractor must identify in response to this RFP any subcontractors that may perform services on the project. Except for those subcontractors identified by the Contractor in response to the RFP, Contractor shall not subcontract any portion of the services to be performed under this contract without prior written approval of NATION. The NATION reserves the right to approve or disapprove any subcontractors.

Contractor shall notify NATION no less than ten (10) days in advance of its desire to subcontract and include a copy of the proposed subcontract with the proposed subcontractor. Any subcontract must be in writing and contain provisions consistent with the Contractor's obligations pursuant to this contract.

Approval of any subcontract shall not obligate NATION the subcontractor against NATION or its agents, employees, representatives, directors, officers, successors or assigns.

The Cherokee Nation, in giving such acceptance, assumes no responsibility in connection with the terms of the subcontract and their performance will be the responsibility of the Contractor. All sums due to any suppliers must be paid or will be paid within ten (10) days of receipt of any money received from the Cherokee Nation under any executed Agreement.

Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters: The responding party certifies to the best of its knowledge and belief that the person, the firm, or any of its principals are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency or Indian tribe. The bidder will also certify they have not, within a three-year period preceding this Request for Proposal, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, Local or Tribal) contract or subcontract; violation of Federal or State antitrust statutes relating to the submission of offers; or commissions of embezzlement, theft, forgery, bribery, falsifications or destruction of records, making false statements, and are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in this provision. The responding party certifies they have not, within a three-year period preceding this Request for Proposal, had one or more contracts terminated for default by a Federal, State, Local or Tribal agency.

DRUG AND TOBACCO FREE WORKPLACE:

- Any Contractor performing work for the Cherokee Nation agrees to publish a statement notifying all employees, subcontractors, and other workers that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the Contractor's workplace and specifying the actions that will be taken against violators of such prohibition.
- The Nation will consider lack of enforcement or lax enforcement of the statement by Contractor a default of the contract.
- The Contractor further agrees to provide all persons engaged in performance of the contract with a copy of the statement.
- A copy of responding party's Drug Free Workplace statement shall be included with the proposal or else the successful responding party will be deemed to accept and agree to use the statement provided by Nation.
- The Contractor understands and recognizes that all Cherokee Nation buildings, whether leased or owned, and the grounds surrounding those facilities are considered by the Nation to be a tobacco free workplace. The Contractor will ensure all employees, subcontractors, and other workers will abide by this policy.

Indemnity and Insurance: The Cherokee Nation assumes no responsibility for acts of either the offeror or their employees; therefore, the offeror is responsible for obtaining the insurance coverage the NATION considers appropriate. The offeror will keep harmless, defend, and indemnify the Cherokee Nation against any or all loss, cost, damage, claims, expense or liability for all acts related to services provided including but not limited to prescription software services and enforcement of this contract.

Before performing contractual services on the behalf of or for the Cherokee Nation, compliance with the following insurance requirements must be verified:

** Provide a Certificate of insurance naming the Cherokee Nation as a certificate holder and additional insured with respect to general liability, automobile liability, with respect to the services defined in this bid packet. The certificate shall reflect that coverage has been placed with an AM Best Rated Carrier of at least A IX and will contain the following information for each required coverage:

- 1) Type of insurance
- 2) Policy number
- 3) Effective date
- 4) Expiration date
- 5) Limits of Liability (this amount is usually stated in thousands)
- 6) Thirty day notice of cancellation, except ten-day cancellation clause will apply for nonpayment of premium.

** Required Coverages:

Worker's Compensation and Employer's Liability:

Limits of Liability:

Bodily Injury by Accident: \$500,000 each accident

Bodily Injury by Disease: \$500,000 policy limit

Bodily Injury by Disease: \$500,000 each employee

Contractor's worker's compensation policy shall include a waiver of subrogation in favor of Cherokee Nation of Oklahoma.

General Liability

Coverages:

Commercial (including products/completed operations).

Limits of Liability:

Bodily Injury and Property Damage Combined: \$1,000,000 (each occurrence)

Automobile Coverage

Vehicles Covered:

All Autos

Hired Autos

Non-owned Autos

Limits of Liability:

Bodily Injury and Property Damage Combined: \$1,000,000

Excess Liability Insurance with the following limits for each of the liability policies above including Medical Malpractice and Managed Care E&O.

Each Occurrence: \$5,000,000

General Aggregate: \$5,000,000

Liability and excess liability may be satisfied by primary limits, or primary and excess limits.

Cyber Liability Insurance, including third party cyber liability insurance, with limits not less than \$1,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall

be sufficiently broad to respond to the duties and obligations as is undertaken by Vendor in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

Commercial liability, excess, and auto liability policies shall provide coverage to the Cherokee Nation as an additional insured. In addition to the additional insured endorsement, each of the above policies shall also include a waiver of subrogation in favor of Cherokee Nation of Oklahoma. Claims made policies shall continue insurance or maintain tail coverage for at least three years following the expiration of the contract.

Availability of Funds: Any contract awarded as a result of this RFP is contingent on the appropriation of funds. A contract award may be terminated or reduced in scope if sufficient appropriations or authorizations do not exist. This vendor will be notified in writing of such terminations. The vendor will accept, as final, the Nation's decision as to whether sufficient appropriations and authorizations are available.

Legal Review: The Nation requires that all vendors agree to be bound by the general requirements contained in this RFP. Any vendor concerns must be properly brought to the attention of Shelly McClain, Cherokee Nation Purchasing Manager.

Governing Law: This RFP and subsequent agreements shall be governed by, construed, and enforced in accordance with the laws of the United States, and where applicable, the laws of the Cherokee Nation.

Contract Terms and Conditions: The contract between the Cherokee Nation and the vendor will follow the standard format of the Cherokee Nation.

Vendor's Terms and Conditions: Vendors must submit with the proposal a complete set of any additional terms and conditions that they expect to have included in a contract negotiated with the Cherokee Nation.

Right to Waive Minor Irregularities: The proposal evaluation committee reserves the right to waive minor irregularities. This right is at the sole discretion of the proposal evaluation committee.

The Nation reserves the right to determine a proposal acceptable in terms of meeting RFP requirements. The Nation reserves the right to accept or reject any and all proposals received and to negotiate with offerors regarding the terms of their proposals or parts thereof. The Cherokee Nation reserves the right to award a contract in the best interests of the Cherokee Nation.

Ownership of Proposals: All documents submitted in response to this RFP shall become the property of the Cherokee Nation and will not be returned to the vendors. Responses received will be retained by the Acquisition Management Department.

Prompt Payment: The successful firm agrees to pay all sums due to subcontractors, laborers and material suppliers within ten (10) days of receipt of payment by the Cherokee Nation.

Review of Proposals

1. **Proposal Format:** Sealed Proposals may be mailed or hand delivered, as long as one (1) clearly marked, single sided original and 10 copies of the complete proposal are physically received by Amanda Coles no later than **MARCH 31, 2023 by 5:00 p.m. CT.**
2. **Table of Contents:** The proposal will have a table of contents with page numbers and pages numbered throughout the proposal.
3. **Introduction:** Brief introduction which includes:
 - 1) The contractor's name and address;
 - 2) Statement that indicates the proposal is valid for at least 90 days from the proposal submission deadline;
 - 3) Statement that indicates the contractor's willingness to perform the services described in this RFP;
 - 4) Proof of any other licenses and/or registrations as required by this RFP.
 - 5) A statement that all staff and other resources which are required to perform the services described in this RFP will be made available by your organization over the life of the anticipated contract;
 - 6) Statement that the signatory has authority to bind the contractor; and
 - 7) Signature of authorized individual.
4. **Cost:** If offeror is agreeing to the Term of Proposed Contract as stated on page 6, sealed proposal must include a clear statement of the initial costs and any proposed maximum percentage of increase for each renewal year.
5. **EHR/IT Compatibility:** Confirm compatibility with Cerner; the current system in use by Cherokee Nation Health Services. Provide additional information on system compatibility should the Nation change to a different EHR system in the future.
6. **Past Performance/Experience:** Past performance in last five years on contracts with similar sized hospitals, ambulatory care facilities and community health centers in terms of cost control, quality of work and compliance with performance schedules. Include a list of all contacts of similar services performed for work during the last two-(2) years, with name of Contracting Officer for each contract. Provide phone numbers and emails for the named individuals.
7. **Customer Service and Support:** Provide confirmation all requested services can be provided and an overall outline of all services provided by facility. Also, address the average timeframe for support services.
8. **References:** Provide list of references including name of company, contact name and phone number, and/or letters of reference.
9. **Professional Qualifications:** Professional qualifications of the firms proposed Project Manager, other key personnel, and/or team members necessary for satisfactory performance of required services. Include all personnel that will actively be involved with performing the work, to include a listing of all subcontractors, if any, with an explanation of purpose.

10. **TERO CERTIFICATION:** Indian preference will be given only to responding parties who provide proof of current certification from the Cherokee Nation Tribal Employments Office (TERO) located in Tahlequah, Oklahoma, telephone number (918) 453-5000. Indian preference will be applied in accordance with Cherokee Nation Acquisition Management Policy and Procedures. Proof of TERO certification must accompany and be included in proposal submittal.
11. **Responsiveness:** Prior to evaluation, each proposal shall be reviewed to determine whether or not it is responsive. Nonresponsive proposals shall be eliminated and will not be evaluated. Factors that may result in a proposal being declared nonresponsive are:
 - a. Not providing evidence of meeting the Minimum Requirements.
 - b. Substantive and material conflicts of interest which were not declared and/or were declared and determined to be significant enough that the NATION requested the potential contractor not submit a proposal.
 - c. Substantive and material noncompliance to requirements of the RFP proposal submission guideline.
 - d. Not providing a price, if applicable.
12. **Evaluation Process:** An evaluation committee consisting of NATION employees shall evaluate responsive proposals. Each proposal shall be independently evaluated by each member of the evaluation committee. The evaluation will be based on the evaluation factors and values stated in this RFP.
13. **Presentations:** At the discretion of Cherokee Nation, selected offerors may be invited to supply additional information on the contents of their proposal. Such offerors could be asked to give a presentation of their proposal (possibly with an emphasis on a topic or topics of Cherokee Nation's choice) followed by a question and answer session. If Cherokee Nation determines that there is such a need, the presentation will be held at Cherokee Nation in Tahlequah, Oklahoma.

NOTE: Presentations or other individual contact is expressly prohibited during the proposal process; refer to page 2, sections 6 and 7.
14. **Evaluation Factors:** The evaluation factors and the value of each are outlined in the information provided by Health Service included in this RFP.
15. **Notice of Award:** After award of Contract, award information will be posted on the Nation's website www.cherokeebids.org with RFP announcement.

**DETAILS, REQUIREMENTS, EVALUATION CRITERIA &
INFORMATION TO BE INCLUDED IN SEALED PROPOSAL
SUBMITTAL**

**PROVIDED BY
HEALTH SERVICES**

Cherokee Nation Health Services is the largest tribally-operated health care system in the United States and serves the citizens of the Cherokee Nation. Cherokee Nation is the largest federally recognized Native American tribe with more than 390,000 registered tribal citizens. There are over 240,000 enrolled Cherokees residing in Oklahoma, and more than 141,000 living within the Cherokee Nation reservation. Cherokee Nation Health Services is a growing multifaceted health care system with services that include:

- Chronic/Acute Care
- Inpatient Hospital
- Pediatric Care
- Podiatry
- Nursing
- Radiology
- Laboratory
- Physical Therapy
- Pharmacy
- Dental
- Nutrition
- Optometry
- Contract Health
- Diabetes Prevention Program
- Cancer Prevention Program
- Women, Infants and Children
- Behavioral Health
- Public Health Nursing
- Emergency Medical Services
- Residential Adolescent Treatment Center
- Public Health

www.health.cherokee.org

Project Description

Cherokee Nation Health Services seeks to obtain proposals from qualified vendors to implement a robust Outpatient Pharmacy Management System across our ten outpatient pharmacy facilities.

Facility List

1. A-Mo Health Center, 900 N. Owen Walters Blvd Salina, OK 74365
2. Cherokee Nation Outpatient Health Center 19600 E. Ross St Tahlequah, OK 74464
3. Cooweescoowee Health Center 395200 W. 2900 Rd Ochelata, OK 74051
4. Redbird Smith Health Center 301 S. JT Stites Blvd Sallisaw, OK 74955
5. Sam Hider Health Center 859 E. Melton Dr Jay, OK 74346
6. Three Rivers Health Center 1001 S. 41st St East Muskogee, OK 74403
7. Vinita Health Center 27371 S. 4410 Rd Vinita, OK 74301
8. Will Rogers Health Center 1020 Lenape Drive Nowata, OK 74048
9. Wilma P. Mankiller Health Center 471688 HWY 51 Stilwell, OK 74960
10. WW Hastings Urgent Care Pharmacy 100 S. Bliss Ave Tahlequah, OK 74464

Central Refill Center

1. Cherokee Nation Central Refill Center 203 E. Choctaw Tahlequah, OK 74464

Expected Services

Pharmacy Management Software Vendor will provide:

- Dedicated sales and service representatives
- Optimization of prescription processing through software integration with existing infrastructure
- Ability to meet regulatory requirements and demands
- Flexibility for customization of software
- Time-efficient implementation to minimize costs
- Responsive technical and professional support through term
- Ongoing assistance with data optimization

Goals

To be able to process prescriptions and provide superior pharmacy services to our patients, whereby the patient and the organization reap the benefits of cost-effective, streamlined processes. This will help to reach our goals of:

- Improved overall health of our patients through comprehensive medication management
- Increased patient compliance as a result of enhanced workflow, allowing more time for patient focused interactions
- Increased patient satisfaction through accessibility to pharmacy services and reduced wait times
- Improved financial position for the health system through the ability to bill pharmacy benefit plans and capture commercially insured patients

Scope of Work: Outpatient Pharmacy Management System

For the following questions, please answer yes, no, or n/a and provide insight on your answer

Patient Profile

- Does your system allow pharmacy staff store and retrieve patient disease states and medication allergies
- Does your system allow scanned stored images to be linked to patient profile
- Does your system store third party plans and differentiate between active and inactive plans
- Does your system allow a primary third party plan to be utilized for all prescription claims processed
- Does your system allow pharmacy staff to add patient specific notes not related to a specific prescription
- Explain how patient specific notes are displayed in a prominent manner at the point of data entry for a new or refill prescription
- Does your system allow pharmacy staff to export data based on any field in the patient profile
- Does your system allow storage of multiple phone number, email address, home address, and shipping address
- Does your system store a mobile phone number and have the ability to SMS/text message patients

Patient Profile Access via the Internet

- Does your system allow patients to view their medication profile for all relevant prescription information
- Does your system allow patients to request refills
- Does your system allow a parent/guardian to see a minor's profile without having to log out of their own patient profile
- Does your system allow a patient to request a refill at a specific facility location
- Does your system allow a patient to request a refill to be shipped to their registered home address
- Does your system allow a patient to view the progress of a prescription order with identifiers based on workflow
- Does your system allow a patient to access a medication packet (drug) information sheet
- Does your system allow a patient to differentiate prescriptions due, overdue, or not ready to be filled via icons, color coding, and date display?

Patient Profile Access via a Mobile App

- Does your mobile app allow patients to view their medication profile for all relevant prescription information
- Does your mobile app allow patients to request refills
- Does your mobile app allow a parent/guardian to see a minor's profile without having to log out of their own patient profile
- Does your mobile app allow a patient to request a refill at a specific facility location
- Does your mobile app allow a patient to request a refill to be shipped to their registered home address
- Does your mobile app allow a patient to view the progress of a prescription order with identifiers based on workflow
- Does your mobile app allow a patient to access a medication packet (drug) information sheet
- Does your mobile app allow a patient to differentiate prescriptions due, overdue, or not ready to be filled via icons, color coding, and date display?

Patient Communication Access

- Does your system have the ability to send "refill reminder" text messages to enrolled patients for upcoming prescriptions
- Does your system have the ability to send "refill overdue" text messages to enrolled patients for overdue prescriptions
- Does your system have the ability to send "prescription ready for pickup" text messages to enrolled patients for ready status prescriptions
- Does your system allow direct SMS communication from pharmacy team to patient
- Does your system allow preconfigured text messages to be sent to all registered patients
- Discuss the data analytics provided by your mobile/web based pharmacy program

Prescription Order Filling Process

- When accessing a patient's profile/chart, does your pharmacy software system allow multiple search options including:
 - The first three letters of a patient's last name and first three letters of a patient's first name
 - Medical record number or chart number
 - Social security number
 - Prescription number
 - Patient date of birth
 - Telephone number

- For data entry of a refill prescription
 - Does your system automatically submit an order for processing based on the previous fill parameters including third party submission
 - Will the system prompt the pharmacy team member if the prescription has expired or has no refills
 - Will the system prompt the pharmacy team member if the on-hand inventory is insufficient to adequately fill the prescription
 - Will the system allow partial filling of a prescription when on-hand inventory is insufficient to adequately fill the prescription
 - Will the system allow a pharmacy team member to switch the drug product from the originally entered product to an approved equivalent product
 - Will the system generate a refill request if prompted by the pharmacy team member
 - Will the system allow a pharmacy team member to change the directions (SIG) on the prescription at subsequent fills
- For data entry of a new prescription
 - Does the system allow for searching on a preferred drug list, formulary, or in-stock products
 - Will the system prompt the pharmacy team member if no product is in stock
 - Does the system accept input and proper tracking of different values for quantity prescribed and quantity dispensed
 - Can the system link preconfigured or specialized directions (SIG) to specific drug products
 - Will the system default to the primary third party listed in the patient profile for claims submissions
 - Will the system allow a prescription to be placed on file with a prescription number assigned to it
 - Will the system accept and store electronic prescriptions from SureScripts for processing
 - Does the system accept internal electronic communications prescriptions from Cerner bypassing the SureScripts platform
 - Does the system auto-fill data entry fields for a new prescription from a received electronic prescription
 - Does the system store and link a scanned image of a hard copy prescription to the new prescription number
 - Does the system store and link an electronic prescription image to the new prescription number
 - Does the system have the ability to crop, enlarge, and add comments to the store prescription image
 - Does the system support user defined "delivery methods"
 - Does the system allow a prescription to data entry and pre-verification at one location but filled and product verified at a central refill center
 - Does the system support internal prescription transfers between pharmacies within the health-system with auto-population of all required fields
 - Does the system support internal prescription transfers between pharmacies within the health-system without requiring a phone call
 - Does the system support internal prescription transfers between pharmacies within the health-system with the ability to access the original hard copy image
 - Does the system automatically deactivate a prescription selected to be transferred to another pharmacy, rather internally or externally
 - Does the system time stamp the entry of a prescription order
 - Is that time stamp retrievable in a system generated report

- Does the system allow a user to assign a promised completion time at the point of data entry
- Does the system automatically generate a promised completion time at the point of data entry based on current workload
- Does the system utilize workflow queues to
 - Prioritize completion of prescription orders based on time of data entry
 - Prioritize completion of prescription orders based on promised completion time
 - Manage prescription requiring a partial fill
 - Prioritize prescriptions ready to be verified by a pharmacist
 - Manage prescriptions rejected for payment by a third party payer
 - Manage outgoing and incoming communications to and from providers
 - Manage refill requests sent to providers
 - Does the system remove refills requests automatically upon entry of a new prescription for the same prescription product
 - Can one overall queue display the status of all prescriptions in the workflow in real time and is this queue searchable by patient identifiers
 - Is the prescription fill status displayed in the patient profile easily viewed by a pharmacy user
- In order to fill a prescription
 - Does the system require bar code scanning of a label immediately followed by bar code scanning of the specified product
 - Does the system support 2D barcode scanning and store DSCSA data (lot number, serial number, expiration date) with each prescription processed
 - Does the system allow for user override of bar code scanning on a script by script basis
 - Does the system track user identification and time stamp any overrides completed
- During the final pharmacist verification process
 - Does the system have pre-verification capabilities that allows a pharmacist to verify data entry and perform DUR actions prior to the filling process
 - Can the system require scanning of a bar code label to initiate verification
 - Can the following be displayed on one screen after bar code label scanning:
 - Original prescription image
 - Drug product image
 - NDC of drug product
 - Patient name
 - Patient date of birth
 - Medication name
 - Medication strength
 - Prescription directions (SIG)
 - Original quantity prescribed
 - Dispensed quantity
 - Refills available
 - Prescription fill number
 - Prescriber
 - Prior DUR history
 - Can the original prescription image be selected and increased in size
 - Can a pharmacist add a note to a prescription image that will be displayed without prompting at subsequent refills
 - Does the system provide a method for tracking errors discovered by a pharmacist

- Does the system provide a method for tracking clinical interventions made by the pharmacist
- Does your system provide security controls for personnel performing key functions based on assigned role; i.e. the ability to record and report operator accountability trails
- Upon completion of the verification process
 - Does the system alert patient that the prescription(s) are ready for pickup via phone call or text
 - Does the system have or integrate with an automated storage and retrieval system
 - Track ready prescriptions that have not been picked up
 - Provide batch reversal for multiple prescriptions that have been in ready status for X number of days
 - Link verified prescription orders to other orders for same patient already stored in will call
 - Does the system support automated phone calls or text messaging to patients when scripts have not been picked up after a certain amount of time

Inventory Management

- Does the system support perpetual inventory
- Does the system track the value of the on-hand inventory
- Does the system create an end of day replenishment order based on quantity on hand, minimum (MIN), maximum (MAX) inventory levels, and inventory usage
- Does the system assign MIN/MAX order points based on historical usage and refill forecasting; if so how often is this data evaluated
- Does the system support inventory being added and/or decremented through bar code scanning
- Does the system support 2D barcode scanning
- Does the system have the ability to link directly to a drug wholesaler's system for real time ordering
- Does the system have the ability to support EDI inventory files/invoices from drug wholesaler's systems? If yes, are EDI 850, 810, 832, 855, and 856 files supported
- Does the system update inventory quantity on hand automatically when invoices are received
- Does the system populate AWP and cost updates from the wholesaler's system on a daily basis
- Does the system identify products with specific storage requirements (i.e. refrigerated products)
- Does the system generate a prompt for physical inventory of a product within the perpetual inventory system (i.e. cycle count)? If so, how often
- Does the system provide access to perpetual inventory in a pharmacy location from another pharmacy location within the health system
- Does the system track quantity on hand (QOH) changes to products? For example, logging who made the change, original QOH and new QOH, and the reason why (spoilage, inventory count, expired, return to vendor, etc.)
- Does the system support inventory transfers between pharmacy locations within the health system and automatically update QOH at each respective location
- Does the system adjust QOH for return to stock prescriptions
- Does the system print a "return to stock" label for return to stock prescriptions

Does your system currently support integration with bidirectional flow of information for the following products:

- Cerner
- Patient registration system
- Wholesale distributor's EDI ordering system
- SureScripts e-prescribing
- Internal e-prescribing from EHR by-passing SureScripts
- Electronic medical records
- Third party management account reconciliation
- Commercial and USPS shipping software
- Will the system accurately transfer patient profile data from the current pharmacy system
- ScriptPro
- Arxium Optifill

Pharmaceutical Care/Management

- Does the system currently have auto-refill capabilities
- Does the system support standing orders
- Does the system track the number of days a prescription is overdue for filling
- Does the system compile a report of patients with prescriptions overdue for filling
- Does the system display all DURs and patient notes associated with a prescription number
- Does the system accept discontinued medication messages from an EHR system
- Does the system allow for integration with a central fill facility
- Please describe how your software can support different "queues"; i.e. what is the process for routing prescriptions to and between a facility and central fill site
- Does the system allow cancelation messages via Surescripts or direct EHR system for canceled prescriptions

Financial

- Is your system able to submit claims for prescription reimbursement through a normal switch vendor
- Is your system able to easily bypass third party rejections and "cash out" rejected prescriptions; please describe this process in detail
- Does your system automatically correct and resubmit third-party rejected claims
- Does your system automatically integrate with prior authorization vendors to process prior authorization forms for rejected prescriptions
- Does your system allow for claim resubmission after the fact for all claims that were bypassed in adjudication
- Does the system have the capability to alert a pharmacy employee of an insufficient 3rd party reimbursement immediately after claim adjudication
- Does the system have the ability to maintain complete on-line record of claim submissions, payment confirmations, rejects, and reasons for rejected claims
- Does the system have the ability to report rejected prescription claims (i.e. claims which are not paid when adjudicated are changed to "cash" AND notation of third-party payer rejection notated
- Does the system have the ability to track, store, and report A/R by location and payer
- Does the system have the ability to breakdown receivables by payer, date range, location

Reporting

- Does the system generate pharmacy level reports including:
 - Productivity based on user and time period intervals
 - Drug usage with patient contact information
 - Percent of prescriptions completed by an entered promised time
 - Patient population based on date and NDC dispensed (recall report)
 - Does the system allow customization of fields in a report for any system generated report
 - Does the system track, store, and report the user and time stamp of modifications to prescriptions
 - Does the system allow for data export in an Excel format
 - Does the system allow for data export in a .txt format
 - Does the system allow for data export in a .pdf format
 - Does the system compile, store, and report out on claims rejected by third party payers requiring prior authorization
 - Does your system support controlled substance reporting to the Oklahoma prescription monitoring program

System Support and Maintenance

- Does the system support automatic scheduling of downtime and updates
- Please describe the system, environmental, server, and network requirements required for your software
- Does your system provide toll free telephone access to a vendor-operated help desk 24/7/365
- How often do you perform preventative maintenance
- What is the response time in hours to an unscheduled downtime
- Is there a guaranteed uptime percentage
- Does your product support hosting on the health systems maintained servers
- Does your system support automatic drug file updates

System Infrastructure

- Remote hosted
- Client/Server
- Virtual or physical server
- Will the server be housed by the vendor or Cherokee Nation Health Services
- Fat client/thin client
- Client specifications
- Does the system support various keyboard emulation barcode scanners
- Does the system support various document scanners
- What drug database do you use
- Can your system interface with automated drug dispensing system (ScriptPro)
- Do you have a written policy outlining your system security parameters
- Do you conduct a third-party review of your security infrastructure
- Please describe hazard analysis, mitigations, and design considerations pertaining to intentional and unintentional cybersecurity risks associated with the company's hardware and software

Evaluation Criteria

The evaluation criteria shall be as follows:

Category	Weight
Technical Qualifications	30%
Cost of Proposal	20%
Firm's experience, organization, and resources	15%
Client References	10%
Vendor location within the State of Oklahoma	10%
Vendor location with the Cherokee Nation	10%
TERO approved vendor	5%
Total	100%

ATTACHMENT A

MANDATORY RESPONSE INFORMATION

THIS FORM MUST BE COMPLETED & SUBMITTED WITH SEALED PROPOSAL

RFP-OUTPATIENT PHARMACY PACKAGE
Cherokee Nation Health Services
Supplemental Answer Sheet

Patient Profile	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does your system allow pharmacy staff store and retrieve patient disease states and medication allergies			
Does your system allow scanned stored images to be linked			
Does your system store third party plans and differentiate between active and inactive plans			
Does your system allow a primary third party plan to be utilized for all prescription claims processed			
Does your system allow pharmacy staff to add patient specific notes not related to a specific prescription			
Explain how patient specific notes are displayed in a prominent manner at the point of data entry for a new or			
Does your system allow pharmacy staff to export data based on any field in the patient profile			
Does your system allow storage of multiple phone number, email address, home address, and shipping address			
Does your system store a mobile phone number and have the ability to SMS/text message patients			

Patient Profile Access via the Internet	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does your system allow patients to view their medication profile for all relevant prescription information			
Does your system allow patients to request refills			
Does your system allow a parent/guardian to see a minor's profile without having to log out of their own patient			
Does your system allow a patient to request a refill at a			
Does your system allow a patient to request a refill to be shipped to their registered home address			
Does your system allow a patient to view the progress of a prescription order with identifiers based on workflow			
Does your system allow a patient to access a medication packet (drug) information sheet			
Does your system allow a patient to differentiate prescriptions due, overdue, or not ready to be filled via			

Patient Profile Access via a Mobile App	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does your mobile app allow patients to view their medication profile for all relevant prescription information			
Does your mobile app allow patients to request refills			
Does your mobile app allow a parent/guardian to see a minor's profile without having to log out of their own			
Does your mobile app allow a patient to request a refill at a			
Does your mobile app allow a patient to request a refill to be shipped to their registered home address			
Does your mobile app allow a patient to view the progress of a prescription order with identifiers based on workflow			
Does your mobile app allow a patient to access a medication packet (drug) information sheet			
Does your mobile app allow a patient to differentiate prescriptions due, overdue, or not ready to be filled via			

Patient Communication Access	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does your system have the ability to send "refill reminder-" text messages to enrolled patients for upcoming			
Does your system have the ability to send "refill overdue" text messages to enrolled patients for overdue			
Does your system have the ability to send "prescription ready for pickup" text messages to enrolled patients for			
Does your system allow direct SMS communication from			
Does your system allow preconfigured text messages to be sent to all registered patients			
Discuss the data analytics provided by your mobile/web			

Prescription Order Filling Process	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
<i>When accessing a patient's profile/chart, does your pharmacy software system allow multiple search options</i>			
The first three letters of a patient's last name and first three letters of a patient's first name			
Medical record number or chart number			
Social security number			
Prescription number			
Patient date of birth			
Telephone number			

For data entry of a refill prescription:

Yes/No Detailed Notes Explaining Answer

Additional Notes If Needed

Does your system automatically submit an order for processing based on the previous fill parameters including			
Will the system prompt the pharmacy team member if the prescription has expired or has no refills			
Will the system prompt the pharmacy team member if the on-hand inventory is insufficient to adequately fill the			
Will the system allow partial filling of a prescription when on-hand inventory is insufficient to adequately fill the			
Will the system allow a pharmacy team member to switch the drug product from the originally entered product to an			
Will the system generate a refill request if prompted by the			
Will the system allow a pharmacy team member to change the directions (SIG) on the prescription at subsequent fills			

<i>For data entry of a new prescription:</i>	Yes/No	Detailed Notes Explaining Answer	Additional Notes if Needed
Does the system allow for searching on a preferred drug list, formulary, or in-stock products			
Will the system prompt the pharmacy team member if no			
Does the system accept input and proper tracking of different values for quantity prescribed and quantity			
Can the system link preconfigured or specialized directions (SIG) to specific drug products			
Will the system default to the primary third party listed in the patient profile for claims submissions			
Will the system allow a prescription to be placed on file with a prescription number assigned to it			
Will the system accept and store electronic prescriptions from SureScripts for processing			
Does the system accept internal electronic communications prescriptions from Cerner bypassing the			
Does the system auto-fill data entry fields for a new prescription from a received electronic prescription			
Does the system store and link a scanned image of a hard copy prescription to the new prescription number			
Does the system store and link an electronic prescription image to the new prescription number			
Does the system have the ability to crop, enlarge, and add comments to the store prescription image			
Does the system support user defined "delivery methods"			

Does the system allow a prescription to data entry and pre-verification at one location but filled and product verified			
Does the system support internal prescription transfers between pharmacies within the health-system with auto-			
Does the system support internal prescription transfers between pharmacies within the health-system without			
Does the system support internal prescription transfers between pharmacies within the health-system with the			
Does the system automatically deactivate a prescription selected to be transferred to another pharmacy, rather			
Does the system time stamp the entry of a prescription			
Is that time stamp retrievable in a system generated report			
Does the system allow a user to assign a promised completion time at the point of data entry			
Does the system automatically generate a promised completion time at the point of data entry based on			

<i>Does the system utilize workflow queues to</i>	<i>Yes/No</i>	<i>Detailed Notes Explaining Answer</i>	<i>Additional Notes If Needed</i>
Prioritize completion of prescription orders based on time			
Prioritize completion of prescription orders based on			
Manage prescription requiring a partial fill			
Prioritize prescriptions ready to be verified by a pharmacist			
Manage prescriptions rejected for payment by a third party			
Manage outgoing and incoming communications to and			
Manage refill requests sent to providers			
Does the system remove refills requests automatically			
upon entry of a new prescription for the same prescription			
Can one overall queue display the status of all prescriptions			
in the workflow in real time and is this queue searchable by			
Is the prescription fill status displayed in the patient profile			
easily viewed by a pharmacy user			

<i>In order to fill a prescription</i>	<i>Yes/No</i>	<i>Detailed Notes Explaining Answer</i>	<i>Additional Notes If Needed</i>
Does the system require bar code scanning of a label			
immediately followed by bar code scanning of the specified			
Does the system support 2D barcode scanning and store			
DSCSA data (lot number, serial number, expiration date)			
Does the system allow for user override of bar code			
Does the system track user identification and time stamp			

<i>During the final pharmacist verification process</i>	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does the system have pre-verification capabilities that allows a pharmacist to verify data entry and perform DUR			
Can the system require scanning of a bar code label to			
Can the following be displayed on one screen after bar			
<ul style="list-style-type: none"> • Original prescription image • Drug product image • NDC of drug product • Patient name • Patient date of birth • Medication name • Medication strength • Prescription directions (SIG) • Original quantity prescribed • Dispensed quantity • Refills available • Prescription fill number • Prescriber • Prior DUR history 			
Can the original prescription image be selected and			
Can a pharmacist add a note to a prescription image that will be displayed without prompting at subsequent refills			
Does the system provide a method for tracking errors			
Does the system provide a method for tracking clinical interventions made by the pharmacist			
Does your system provide security controls for personnel performing key functions based on assigned role; i.e. the ability to record and report operator accountability trails			

<i>Upon completion of the verification process</i>	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does the system alert patient that the prescription(s) are			
Does the system have or integrate with an automated			
Track ready prescriptions that have not been picked up			
Provide batch reversal for multiple prescriptions that have been in ready status for X number of days			
Link verified prescription orders to other orders for same patient already stored in will call			
Does the system support automated phone calls or text messaging to patients when scripts have not been picked			

Inventory Management

	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does the system support perpetual inventory			
Does the system track the value of the on-hand inventory			
Does the system create an end of day replenishment order based on quantity on hand, minimum (MIN), maximum			
Does the system assign MIN/MAX order points based on historical usage and refill forecasting; if so how often is this			
Does the system support inventory being added and/or			
Does the system support 2D barcode scanning			
Does the system have the ability to link directly to a drug wholesaler's system for real time ordering			
Does the system have the ability to support EDI inventory files/invoices from drug wholesaler's systems. If yes, are			
Does the system update inventory quantity on hand automatically when invoices are received			
Does the system populate AWP and cost updates from the wholesaler's system on a daily basis			
Does the system identify products with specific storage			
Does the system generate a prompt for physical inventory of a product within the perpetual inventory system (i.e.			
Does the system provide access to perpetual inventory in a pharmacy location from another pharmacy location within			
Does the system track quantity on hand (QOH) changes to products? For example, logging who made the change, original QOH and new QOH, and the reason why (spillage,			
Does the system support inventory transfers between pharmacy locations within the health system and			
Does the system adjust QOH for return to stock			
Does the system print a "return to stock" label for return to			

Does your system currently support integration with bidirectional flow of information for the following

	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Cerner			
Patient registration system			
Wholesale distributor's EDI ordering system			
SureScripts e-prescribing			
Internal e-prescribing from EHR by-passing SureScripts			
Electronic medical records			
Third party management account reconciliation			
Commercial and USPS shipping software			

Will the system accurately transfer patient profile data from the current pharmacy system			
ScriptPro			
Arxium Optifill			

Pharmaceutical Care/Management	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does the system currently have auto-refill capabilities			
Does the system support standing orders			
Does the system track the number of days a prescription is			
Does the system compile a report of patients with			
Does the system display all DURs and patient notes associated with a prescription number			
Does the system accept discontinued medication messages			
Does the system allow for integration with a central fill			
Please describe how your software can support different "queues", i.e. what is the process for routing prescriptions			
Does the system allow cancelation messages via Surescripts or direct EHR system for canceled prescriptions			

Financial	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Is your system able to submit claims for prescription reimbursement through a normal switch vendor			
Is your system able to easily bypass third party rejections and "cash out" rejected prescriptions; please describe this			
Does your system automatically correct and resubmit third-			
Does your system automatically integrate with prior authorization vendors to process prior authorization forms			
Does your system allow for claim resubmission after the fact for all claims that were bypassed in adjudication			
Does the system have the capability to alert a pharmacy employee of an insufficient 3 rd party reimbursement immediately			
Does the system have the ability to maintain complete on-line record of claim submissions, payment confirmations,			
Does the system have the ability to report rejected prescription claims (i.e. claims which are not paid when			
Does the system have the ability to track, store, and			
Does the system have the ability to breakdown			

Reporting	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does the system generate pharmacy level reports			

Productivity based on user and time period intervals			
Drug usage with patient contact information			
Percent of prescriptions completed by an entered			
Patient population based on date and NDC dispensed			
Does the system allow customization of fields in a report for any system generated report			
Does the system track, store, and report the user and time stamp of modifications to prescriptions			
Does the system allow for data export in an Excel format			
Does the system allow for data export in a .txt format			
Does the system allow for data export in a .pdf format			
Does the system compile, store, and report out on claims rejected by third party payers requiring prior authorization			
Does your system support controlled substance reporting to the Oklahoma prescription monitoring program			

System Support and Maintenance

	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Does the system support automatic scheduling of			
Please describe the system, environmental, server, and network requirements required for your software			
Does your system provide toll free telephone access to a vendor-operated help desk 24/7/365			
How often do you perform preventative maintenance			
What is the response time in hours to an unscheduled			
Is there a guaranteed uptime percentage			
Does your product support hosting on the heath systems			
Does your system support automatic drug file updates			

System Infrastructure

	Yes/No	Detailed Notes Explaining Answer	Additional Notes If Needed
Remote hosted			
Client/Server			
Virtual or physical server			
Will the server be housed by the vendor or Cherokee			
Fat client/thin client			
Client specifications			
Does the system support various keyboard emulation			
Does the system support various document scanners			
What drug database do you use			
Can your system interface with automated drug dispensing			
Do you have a written policy outlining your system security			

Do you conduct a third-party review of your security			
Please describe hazard analysis, mitigations, and design considerations pertaining to intentional and unintentional			