

Request for Proposal (RFP)

Pharmacy Prescription Home Delivery Service

Wood County Community Health Center

Release Date: Wednesday, December 18, 2024

Submissions Due: 5:00PM, Friday, January 10, 2025 – EXTENDED to February 1, 2025

I.) Purpose of Request for Proposal

The Wood County Community Health Center seeks proposals from local contractors or local transportation businesses interested in providing prescription home delivery services for our patients. We are seeking contractor(s) who can ensure the timely, secure, and compliant delivery of prescription medications to patients who may face mobility or transportation challenges.

The primary goal of this evaluation is to identify contractors who can offer reliable, cost-effective home delivery services for prescription medications. These services should prioritize safety, compliance, and efficiency. We seek a partner who understands the unique needs of our community and is committed to providing high-quality service with a personal touch.

II.) Background

The Wood County Community Health Center (WCCHC), located in Bowling Green, Ohio, is a vital resource for residents seeking affordable and accessible healthcare services. As part of Wood County's commitment to public health, WCCHC offers a range of services, including primary medical care, dental, behavioral health, and pharmacy services. WCCHC plays an important role in serving underserved populations and providing health education to promote overall wellness within the community. The Health Center's collaborative approach with the health department, local organizations, and health and social service providers helps ensure that community members have access to comprehensive primary care regardless of their financial situation. With a focus on improving health outcomes, Wood County Community Health Center is a cornerstone of the County's efforts to address healthcare disparities and promote public health.

III.) Scope of Services

The contractor(s) will be responsible for the following:

- Home Delivery Services
 - Provide home delivery service to patients located within Wood County, Ohio.
 - Adhere to agreed-upon delivery windows
 - Accommodate deliveries during WCCHC's regular Pharmacy hours of operation:



- Mondays: 9:00AM-6:30PM
 - Tuesdays: 9:00AM-5:00PM
 - Wednesdays: 9:00AM-5:00PM
 - Thursdays: 9:00AM-5:00PM
 - Fridays: 8:30AM-2:00PM
- Anticipated volume of 5 stops per delivery day during new service ramp-up, and could average an estimated 10-25 stops per delivery day after ramp-up. WCCHC anticipates 1-2 delivery days per week during service ramp-up, with the potential to expand to 3-5 delivery days per week.
- Patient Interaction & Communication
 - Ensure professional and respectful interactions when delivering prescriptions.
 - Collect signatures or other forms of verification as required.
- Compliance & Security
 - Ensure adherence to all relevant state and federal regulations concerning the transportation and delivery of prescription medications, including those governed by HIPAA and the DEA (Drug Enforcement Administration).
 - Secure handling of medications during delivery to prevent theft or loss.
 - Maintain confidentiality regarding patient information and medication details.
- Insurance & Liability
 - Maintain appropriate insurance coverage for transportation services, including general liability and vehicle insurance.
- Technology & Reporting
 - Use a smartphone or similar technology provided by WCCHC Pharmacy to facilitate communication, delivery tracking, and prescription signature collection.
 - Use WCCHC's Pharmacy's software (or mobile app) to collect patients' signatures upon delivery.
 - Provide WCCHC Pharmacy with regular updates or reports on delivery status or issues encountered.
- Return of Undeliverable Prescriptions
 - In cases where a prescription cannot be delivered (e.g., patient is not home, incorrect address, or refusal of delivery), the contractor will promptly notify WCCHC Pharmacy and arrange for the return of the undelivered prescription to the pharmacy.
 - Undeliverable prescriptions must be returned to WCCHC Pharmacy on the same business day they are undeliverable.
 - If applicable, the contractor will coordinate with WCCHC Pharmacy to arrange for a re-delivery.

IV.) Vendor Qualifications

To be considered for this contract, the contractor must meet the following qualifications:

- Experience – Experience in delivery services, healthcare-related work, or logistics



- Compliance Knowledge – knowledge of relevant pharmaceutical / medical delivery regulations, including HIPAA
- Reliable Transportation – Must have a reliable vehicle(s) for making deliveries, with proper insurance coverage
- Proof of Ohio Drivers Licensure in good standing
- Proof of insurance coverage
- Drivers' ability to pass a background check
- Vendor not listed on the federal Excluded Parties List System
- Smartphone / Technology Proficiency – Must own or be willing to use a smartphone or tablet provided by WCCHC Pharmacy to facilitate delivery tracking, communication, and signature collection via the pharmacy's software or app.
- Flexibility – Must be able to offer flexible delivery schedules during agreed upon delivery days and times.

V.) Proposal Submission

Interested contractors should submit the following materials electronically to Paul Bogner, WCCHC Pharmacist in Charge, no later than 5:00 PM on Friday, January 10th. Late submissions will not be considered. Please submit the following:
Proposal narrative not to exceed 10 pages, Times New Roman, 1.5-line spacing, 12-point font.

- **Cover Letter:** Provide a brief introduction to yourself and explain why you are interested in working with WCCHC as a delivery contractor.
- **Experience & Qualifications:** A summary of relevant work experience, particularly related to delivery or transportation services. Evidence of reliable vehicle ownership, licensure, and insurance coverage.
- **Proposed Delivery Plan:** A description of how you plan to manage deliveries
- **Technology Requirements:** A brief explanation of your comfort level and ability to use the mobile technology required for this service.
- **Compliance & Security Measures:** Describe your process for ensuring the secure handling of prescription medications during delivery.
- **Pricing:** Provide a breakdown of your pricing model, including per delivery rates, hourly rates, or other applicable pricing structures. Include any additional fees that may apply, such as for same-day or expedited deliveries.
- **References:** Provide at least two references from previous employers, clients, or businesses, where you have provided delivery or similar services.

VI.) Selection Criteria

Proposals will be evaluated based on the following criteria, with assigned weighting for each:

- Price (40%)
 - Pricing structure and cost-effectiveness. Lower-cost proposals will be prioritized, provided they meet the required service standards.
- Experience (20%)



- Relevant experience and qualifications in delivery services, healthcare, or transportation.
- Customer Service (20%)
 - Quality of patient interactions, communication skills, professionalism, and ability to provide positive delivery experiences.
- Other (20%)
 - Reliability & Availability
 - Technology & Security Compliance
 - Ability to return undeliverable prescriptions

VII.) Evaluation Process

A selection committee appointed by Wood County Community Health Center will review all submitted proposals and select the contractor that best meets the requirements. Shortlisted candidates may be invited for an interview or site visit as part of the evaluation process.

VIII.) Questions & Clarifications

For any questions regarding the RFP or the proposal process, please contact Paul Bogner at PBogner@woodcountyohio.gov no later than 5:00PM on Monday, January 6, 2025.

IX.) Terms & Conditions

WCCHC reserves the right to accept or reject any or all proposals at its discretion. The selected contractor will be required to sign an agreement with WCCHC. All proposals and materials submitted become the property of WCCHC.

X.) Timeline

- RFP Issued: Wednesday, December 18, 2024
- Deadline for Questions: 5:00PM on Monday, January 6, 2025
- Proposal Submission Deadline: 5:00PM on Friday, January 10, 2025 – EXTENDED to Saturday, February 1, 2025
- Vendor Selection: Anticipated by Friday, February 7, 2025
- Estimated service start date: Monday, March 3, 2025

We look forward to reviewing your proposal and working together to enhance access to medications for our community.