



Request for Proposal: TPP Secure form Printing & Distribution Service

August 24, 2020

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Purpose

The College of Physicians & Surgeons of Alberta ("CPSA") is seeking proposals from vendors for secure printing, warehousing and distribution of TPP secure forms.

TPP secure forms are specially designed two-part prescriptions issued by TPP Alberta to registered prescribers. TPP Alberta is the provincial prescription drug monitoring program with a mandate that includes: 1) optimizing safe patient care by supporting appropriate prescribing and dispensing practices; and, (2) promotion of public safety by minimizing non-medical use and forgeries related to monitored drugs.

CPSA is the administrator for TPP Alberta which is a multi-stakeholder body. The list of partner organizations can be accessed through the program website.

For more information, visit:

[TPP Secure form visual](#)

[TPP Alberta guide](#)

[TPP Alberta website](#)

Deadline for proposals is September 30, 2020. Please send submissions in PDF format by email to:

Fizza Gilani
Program Manager, Prescribing & Analytics
College of Physicians & Surgeons of Alberta
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College of Physicians & Surgeons of Alberta

Our Organization

CPSA is responsible for the regulation of the medical profession in Alberta. The main lines of business include:

- Register physicians
- Support continuing competence
- Investigate and resolve physician-related complaints
- Contribute to public policy affecting health care delivery
- Accredit health facilities
- Guide professional conduct and ethical behavior

CPSA's web site is cpsa.ca

CPSA currently operates under the authority of the *Health Professions Act* and applicable regulations and bylaws.

CPSA's governing Council includes physician members, public members and representatives from Alberta's medical schools. Physician members are elected annually by Alberta doctors, while public members and medical school representatives are appointed. CPSA staff number approximately 145. The Chief Executive Officer, who carries the title Registrar, is Dr. Scott McLeod.

Our Vision

The highest quality medical care for Albertans through regulatory excellence.

Our Mission

To protect the public and ensure trust by guiding the medical profession.

Project Definition

Introduction

TPP Alberta, since its establishment in 1986, has relied upon the use of special prescription forms to enable secure prescribing and monitoring of medication with a potential for nonmedical use, misuse and harms. Since the advent of Alberta Netcare - Pharmaceutical Information Network (PIN), TPP Alberta has had an alternate source of data for monitoring for certain medication dispensed from a community pharmacy. However, the program continues to depend on TPP secure forms to reduce the risk of forgeries and to allow manual data entry for medications in situations not adequately captured through PIN. Examples for the latter include prescriptions for compounds, veterinary use and office use.

TPP Alberta staff is responsible for registering authorized prescribers for monitored medication. Registered prescribers can then order special forms by contacting the program. Program staff place orders for secure forms with a vendor that prints and ships secure forms directly to the ordering prescriber.

The secure forms issued are preprinted with the following:

- 1) Prescriber's name and profession (e.g. Medical Doctor (MD), Doctor of Veterinary Medicine (DVM), Nurse Practitioner (NP));
- 2) their professional contact information (i.e. address and phone number);
- 3) their ID number; and,
- 4) A unique tracking number, sequential for each form.

Each TPP Alberta form is comprised of 2 identical copies: the 'Pharmacy/TPP Copy' and 'Prescriber's copy'. Printing on the first carbon copies to the second sheet. The patient or pharmacy is provided with the top sheet while the prescriber copy remains with the authorizer of the medication to ultimately be placed within the patient's chart.

TPP secure forms are bundled into TPP pads of 50 forms per pad. The outside cover of the TPP pad includes a printed list of medication that require the use of a secure form, and a fly sheet to insert under each form when printing to avoid seepage of text through the pad. In addition to the details above, the form features heat sensitive ink in the top ribbon which fades when exposed to heat, e.g. by breathing upon, and hidden micro-text. These allow for verification of authenticity of the form. A visual of the TPP secure form can be accessed [here](#). Finished size of the pad is 3.625" x 7.625".

Given the sensitive nature of the assets, TPP forms must be printed, stored and shipped while maintaining a high level of security at each step. Warehousing and handling policies at vendor or subsidiary facilities are of utmost importance in this regard. Breach of security is expected to be disclosed to the program in a timely manner along with steps taken for management and remediation. An appropriate process must be in place for secure destruction of unused or damaged forms. Custody and responsibility for TPP forms remains with the vendor until they are received by the ordering prescriber.

TPP AB orders 100-200 TPP pads per week, although there are fluctuations in ordered quantities from week to week. As the vendor is also the distributor for the TPP pads directly to ordering prescribers, it is expected that there will be reporting to TPP Alberta staff regarding shipments in a manner that supports efficient tracking of order. There also needs to be a clearly communicated plan of shipping by the vendor or subsidiary which maintains a high level of security, including but not limited to signatures on delivery.

TPP AB

As the administrator of TPP Alberta, CPSA is seeking proposals for secure printing, warehousing and distribution service for TPP Alberta Secure forms.

Deliverables

Key deliverables of the project are the following ongoing services:

1. Receiving orders for TPP secure pads from TPP Alberta
2. Printing TPP secure forms personalized as per weekly order report
3. Shipping TPP forms directly to prescribers within 5 business days of ordering, with the ability to honor occasional rush orders to be processed within 48 hours
4. Liaising with TPP Alberta staff for receiving orders and supporting tracking of shipped packages
5. Updating form and/or other information printed on the pad such as medication list, as required
6. Secure storage of all TPP pads and supplies used to make TPP forms.
7. Invoicing TPP Alberta for payment of services delivered with a cost breakdown and order details, as required by the program by pre-agreement.
8. Invoicing in a timely manner on a regular mutually agreed frequency, not to

Selected vendor is will be required to fully assume services of TPP form printing and distribution effective January 1, 2021.

Proposals

To be considered, the proposal must contain:

1. General Information

Please provide:

Vendor company name and contact information;
description of the company's size and structure and the general services it provides; and names and contact information for the key personnel who would serve as the primary contacts for CPSA.

2. Vendor Expertise

Describe the vendor's expertise, qualifications and experience with respect to each aspect of the activities described in the project definition. Alternatively, describe the process by which you propose to select suitable individuals/firms to which you would subcontract such activities.

3. Vendor Resources

Describe the expertise, qualifications and experience of each key person who would be providing services to CPSA, including the proposed role of each individual.

Please include the biographies of all key individuals who would be assigned to work on the project.

Describe any project management or administrative support that would be part of the vendor company's services to CPSA. If any portion of the project is to be done by subcontractors, please include in the pricing information.

4. Business Plan

A business plan outlining in sufficient detail the methodologies to be considered for completing each of key deliverables listed in the RFP.

Ideally, an assessment of pros and cons will be included for proposed

processes for provision of services. Privacy and security risks will be duly considered and addressed within the proposal.

5. Pricing Information

An estimate of the costs associated with the delivery of services.

The proposal must include a detailed description of the costs, including breakdown by each service with an explanation for expected charges for each item.

CPSA is not exempt from GST.

6. Conflict of Interest

The proposals must identify any potential conflicts of interest known to the firm that may affect the provision of services to CPSA.

7. References

Please include three references. References for similar projects and/or organizations similar to CPSA are preferred.

Proposal Process

Schedule

| | |
|-----------------------|--|
| August 24, 2020 | RFP will be made available. |
| September 30, 2020 | All proposals must be submitted to CPSA by 4 pm. |
| October 1 - 9, 2020 | Internal screening of proposals. CPSA will develop a short list of at least two vendors who will be invited to present to program leads at TPP AB and whose references will then be contacted. |
| October 13 - 20, 2020 | Short list presentations. (1 ½ hour presentation and questions) Reference checks. |

| | |
|------------------|--|
| October 23, 2020 | Selection of the successful vendor will be made and selected candidate and other short listed vendors will be notified. Negotiation of terms of engagement will be undertaken. |
| January 1, 2021 | The successful firm will start the provision of services. |

Proposal Requirements

Proposals must not exceed 10 pages in length, including all attachments and appendices.

Proposals are to be submitted in PDF format directly to CPSA via email, addressed to Fizza Gilani at Fizza.Gilani@cpsa.ab.ca.

Selection Criteria

Proposals will be evaluated against the following criteria:

| Criteria | Weightage |
|---|-----------|
| Demonstrated expertise, qualifications and experience to meet the requirements set out in this request under key deliverables, including demonstrated ability to reliably handle confidential information and safe storage of entrusted assets. | 30% |
| Fees for providing services outlined in the RFP. | 30% |
| Demonstrated ability for secure shipment of weekly orders with tracking capability as laid out under key deliverables. | 20% |
| Proposed method for communication, transmission of orders and invoicing aligns with the key deliverables, including but not limited to maintaining security of confidential information and timeliness. | 10% |
| Demonstrated understanding of ordering and shipping issues that may come up on occasion with a willingness to communicate transparently and in a timely manner when an incidence occurs. | 5% |
| Demonstrated flexibility in working with TPP AB staff to meet the needs of ordering prescribers, including but not limited to an ability to provide an expedited option for orders and delivery. | 5% |

Those vendors whose proposals are selected for further consideration will be asked to make a personal presentation to us and/or answer questions in advance of our final

CPSA will not necessarily select the lowest cost proposal.

Proposal Conditions

Contingencies

This Request for Proposals (RFP) does not commit CPSA to award a contract. CPSA reserves the right to accept or reject any or all proposals or waive irregularities if CPSA determines it is in the best interest of CPSA to do so.

Acceptance or Rejection of Proposals

Proposals shall remain open, valid and subject to acceptance anytime up to three months after the proposal opening date and time. CPSA realizes that conditions other than lowest cost are important and will award contract(s) based on the proposal(s) that best meet the needs of CPSA.

Modifications

CPSA reserves the right to issue addenda or amendments to this RFP as well as to request additional information or clarification from vendor companies, or to allow for correction of errors or omissions.

Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this proposal. It is the Proposer's responsibility to ensure that its proposal arrives on or before the specified time.

Incurred costs

This RFP does not commit CPSA to pay any costs incurred in the preparation of a proposal in response to this request and Proposer agrees that all costs incurred in developing its proposal are the Proposer's responsibility.

Negotiations

CPSA may require the vendor companies selected to participate in negotiations, and to submit cost, technical, or other revisions of their proposals as may result from negotiations.

Final Authority

The final authority to award contracts as a result of this RFP rests solely with CPSA.

Contact Information

All inquiries should be directed to the following individuals:

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