

# METHADONE DISPENSING AND MANAGEMENT SOLUTION

## STATEMENT OF WORK

### Introduction/Background

Minneapolis VA Health Care System (MVAHCS) is seeking to replace the existing Methadone Dispensing and Management Solution at Minneapolis VA Health Care System (MVAHCS). The current system is Netsmart - Avatar. The system is comprised of highly proprietary software, computing hardware, label printer, and dispensing equipment (e.g., pump and controller) specifically designed to provide safe, accurate dosing of methadone and other highly controlled medications. The primary functions of the Methadone Dispensing and Management Solution for MVAHCS includes:

- Orders Management
- Pouring Accuracy
- Dispensing Documentation/Verification
- Medication Inventory Management
- Reporting and Compliance

### Objective

The entire Methadone Dispensing and Management Solution shall be provided by the vendor (and/or the vendor's sub-contractor). The "Solution" shall include the IT hardware (i.e., computers and server), dispensing equipment, materials, installation services, telephone support, and training services specified in this Statement of Work (SOW) document.

### Period of Performance

Overall period for performance for the project shall be negotiated with the vendor. Work shall be performed during normal business days at MVAHCS, which is comprised of Monday through Friday each week (except federal holidays) between 7:00 a.m. and 5:00 p.m. local standard time.

### Place of Performance

The vendor shall perform the SOW described herein onsite, at the facilities of Minneapolis VA Health Care System, One Veterans Drive, Minneapolis, MN 55417. The Job Site of the project shall be MVAHCS in the main medical center (Building 70).

MVAHCS Biomedical Instrumentation Service (BIS) and Clinical staff shall define a central working location for staging equipment and grant access to the space where the equipment shall be installed on a day-by-day basis.

### **Labor and Materials Requirement**

Materials provided shall be new equipment, parts, and accessories. The vendor shall deliver materials to the job site in OEM's original unopened containers, clearly labeled with the OEM's name, equipment model and serial identification numbers, and Purchase Order (PO) number. The MVAHCS shall identify and provide limited daily storage of vendor parts/supplies at the time of delivery and reject items that do not conform to this requirement. All on-site installation services shall be vendor-provided by technical staff (not sales reps) fully trained to service and install the system.

The vendor shall provide all design, selection, and delivery of the following software and hardware/equipment components as part of the Methadone Dispensing and Management Solution:

- 1) Client Software - Minimum of 5 concurrent users
- 2) Server – hardware w/ the required Operating System (OS) and other required applications pre-loaded (Qty =1)
- 3) Client Workstations – hardware w/ OS and client software installed (Qty = 9)
- 4) Pump Controller Wkst – hardware w/ OS and client software installed (Qty = 2)
- 5) Dispensing Pump with security housing and tubing set (Qty =2)
- 6) Label Printer (Qty = 2)

### **Performance Requirements**

The Vendor shall provide design, configuration, and installation services to meet the following requirements:

#### **A. Telephone/Remote Vendor Support**

The vendor shall provide 24/7 telephone support. The vendor support shall provide ongoing and timely resolution to all software application problems reported by MVAHCS clinical users during the warranty period. Post warranty telephone support shall be approved and funded at the discretion of the VA and is considered outside the scope of this procurement.

#### **B. Reporting/Compliance**

The solution shall provide an integrated advanced reporting feature that allows clinical staff and system administrators to gather and analyze data. Reporting feature shall be comprised of both routine reports for general purposes, and custom reporting as required. Reports shall contain graphical and data table viewing options. Reports shall support sort criteria and filtering for the following demographic categories:

- Gender
- Marital Status
- Phase Type
- Modality
- Race
- Employment
- Age
- Dose Amount
- Dose Type
- Dose Info (Maintenance)
- Dose Info (Detox)

Reports shall be printable to standard paper sizes on a VA-provided, network laser printer or color inkjet printer. The solution shall provide integrated reporting functions to ensure MVAHCS can maintain compliance to regulatory agencies (e.g., DEA Summary Reports). This feature shall to access “DEA-ready” reports to include patient dose and inventory changes in one report, and automatically capture and monitor daily dispensing and overall inventory management of the Methadone Clinic. DEA Summary reports will track the starting and received medications displayed in units of milligrams. At minimum the solution shall include document date, time, location, clinical staff, starting volume, received dose, dispensed volume, ending volume, percent deviation calculation, and other details on bulk and unit medication inventories in the clinic. In addition, the software shall allow changes in the pick-up day without needing to change the medication order.

#### **C. Clinical Staff/User Training**

The vendor providing the system will be responsible for training a minimum of ten (10) clinical staff/users. The vendor prior to and at the time of installation shall provide staff education at the MVAMC. On-Site or “Go-Live” training shall be a minimum of 24 hours (3 x 8 hour days). A Methadone Dispensing and Management Solution education professional shall administer the training. Education curriculum must include the following:

- Operations and set-up
- User maintenance
- Safety
- User Troubleshooting
- Tips

#### **D. Biomedical Technical Training**

The vendor shall provide technical training for overall maintenance and service to MVAHCS technical staff to include tuition fees to attend any factory service training courses (If applicable). Vendor shall provide any special service tools and/or test equipment comparable with that provided to the OEM’s service personnel.

## **E. Migration Services**

The vendor shall provide all hardware and professional services required to migrate all historical data (including patient files, research data, and reports) from the existing MVAHCS-owned Avatar system to the new vendor-provided solution. All migration services shall be performed on site. All removable storage device(s) containing VA sensitive data on the existing system and all removable storage device(s) onto which the VA sensitive data is transferred shall remain the property of the VA. VA sensitive data on the existing device and vendor-provided transfer device shall be cleansed and destroyed by the VA (as specified in VA Directive 6500.1).

## **F. Implementation Services**

The vendor shall provide implementation services as part of the Methadone Dispensing and Management Solution purchase. Implementation Services shall include the following:

- Project Management which shall include a detailed project timeline with defined roles and responsibilities (both vendor-provided and MVAHCS resources), on-site installation coordination of all equipment and accessories, a training plan, and schedule for Go-Live.
- On-site Installation Services
- On-site Implementation Services
- Other installation/implementation expenses (including potential services during off-peak times, overtime pay, and other travel expenses)

## **G. Other Requirements**

### **1) Disposal of Waste and Job Site Clean-up**

The vendor shall provide, maintain, and dispose of all material waste and packaging associated with the Methadone Dispensing and Management Solution products and/or waste generated during the installation services. Vendor will be responsible for moving waste materials from job site(s) to a vendor-provided waste container, and then off site.

### **2) Disinfecting Instructions**

The vendor shall provide training instructions, procedures, and documentation necessary to properly and safely disinfect the equipment and accessories between patient uses.

### **3) Electrical/Power Requirements**

The Methadone Dispensing and Management Solution equipment shall use existing electrical services of MVAHCS. Each component of the system shall operate with a line power of 120 volts AC and current draw less than 20 amps.

### **Order of Precedence**

All work described and provided by the vendor, shall be performed in accordance with this Statement of Work and Addendum applicable. The VA-provided SOW shall become effective on the date the vendor receives a signed Purchase Order. Vendor shall be bound by any conflicting terms that may appear in any vendor provided documentation presented as part of the bid solicitation. Any products and services that are not in this SOW are considered Out-of-Scope.

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