

SCOPE OF WORK FOR MEDICATION DISPENSING CABINETS

1. Background:

The Pharmacy Service is a vital clinical service within VA Palo Alto Healthcare System (VAPAHCS) which provides pharmaceutical care and medication dispensing services. AcudoseRX, manufactured by Aesynt, Inc., is used throughout the hospitals and Community Based Outpatient Clinics (CBOCs) to track and dispense medication to veterans. Many of these cabinets are deemed at or near end-of-life (>10 years old) by the manufacturer. Omnicell acquired Aesynt in 2016 and has since ceased production of AcudoseRX. Because of this situation, we are not able to continue replacing outdated cabinets with new AcudoseRX cabinets utilizing the existing system infrastructure. It is not functionally practical to implement a secondary system and infrastructure that would run alongside the older existing system, so we will need to replace the system as a whole. In addition, we would like to expand the automated dispensing workflow to allow for a cartless delivery model as well as bring automated dispensing into the operating room suites. This technology is a critical component for Pharmacy service and needs to meet the clinicians' needs. Nursing, Anesthesia and Pharmacy cannot provide timely, safe, and appropriate patient care without this system in place.

2. Project Scope:

VA Palo Alto Healthcare system (VAPAHCS) is looking to replace the existing point of care medication dispensing system located throughout the VA Palo Alto facility. The new medication dispensing system will include the point of care dispensing cabinets, anesthesia dispensing cabinets, analytics software package, specified accessories and software features, server infrastructure, and associated licenses. The system will be configured and installed at VA Palo Alto Division. It must have a proven ability to interface with VA's Electronic Health Record system (VistA) via the PADE (Pharmacy Automated Dispensing Equipment) interface. The system must also interface with the existing Omnicell (formerly Aesynt) ConnectRX central pharmacy backbone and central pharmacy automation which will allow for the replenishment of the point of care dispensing machines via automated processes which utilize the existing RobotRX, Pacmed, and MedCarousel.

3. Definitions:

Acceptance Signature - COR or VA designee signature; indicates COR accepts work status as stated in SOW

Biomedical Engineer(ing) - Supervisor or designee

CO - Contracting Officer

COR - Contracting Officer's Representative

HL7 – Health Level 7

OI&T – Office of Information and Technology

PADE – Pharmacy Automated Dispensing Equipment interface

VA – Department of Veterans Affairs

VAMC – Department of Veterans Affairs Medical Center

VAPAHCS – VA Palo Alto Healthcare System

VISN – Veterans Integrated Service Network

VistA – Veterans Health Information Systems and Technology Architecture

4. Specifications

The medication dispensing cabinets and hardware equipment specifications are designed to outline VAPAHCS Pharmacy and Biomedical Engineering requirements. Specifications of all hardware and software will be provided to the Contracting Officer Representative (COR) for a technical review before final approval. The required hardware, software and equipment are described below with specific cabinet needs for each location specified in Appendix A:

Pharmacy Automated Medication Dispensing Cabinets:

- Computerized 2-drawer, 5-drawer, and 6-drawer main cabinets or similar
 - Must accommodate wide range of drawer options which are configurable to accommodate a variety of medications, controlled substances, and supplies as well as various dosage forms of each. The drawers should be user configurable and include: high security locking bins, open matrix

drawers, full height and half-height options, and optional locked return bin.

- Must have large, touch screen, flat-panel monitor, sealed keyboard, biometric (fingerprint) access system, and barcode scanner
 - Must include label printer capable of printing patient name, room-bed, medication name, and medication NDC barcode
 - Must include enhanced safety features that reduce medication errors including the use of barcode scanning for stocking and removal of medications.
 - Must be configurable to allow dispensing from a patient's medication profile or open inventory depending on the needs of the ward or clinic.
 - Standard AC outlet (110v)
 - Must interface with existing Omnicell (formerly Aesynt) ConnectRX system to allow automated replenishment.
 - Must be able to connect to more than one auxiliary cabinet at once
 - Operating system must be Windows 7 or newer
- 7-drawer auxiliary or similar
 - Must attach to any of the above main cabinet configurations
 - Must accommodate various drawer options which are configurable to accommodate a variety of medications, controlled substances, and supplies as well as various dosage forms of each. The drawers should be user configurable and include: high security locking bins, open matrix drawers, full height and half-height options
 - Height must not exceed 48"
 - Standard AC outlet (110v)
- Auxiliary Tower
 - Must attach to any of the above main cabinet configurations
 - Accommodate multiple shelves via individually locked doors and allow for multiple different line items per shelf
 - Should allow multiple different items per shelf location
 - Height must not exceed 84"
 - Standard AC outlet (110v)
 - Must store at least 60 large line items
- Half-height Column Auxiliary
 - Must attach to Pyxis MedStation ES Main
 - Height must not exceed 48"
 - Accommodate multiple shelves via individually locked doors and allow for multiple different line items per shelf
 - Standard AC outlet (110v)

- Additional critical dimensions for above components
 - Depth of any medication cabinet or tower must not exceed 29"
 - Main (5 or 6 drawer) and Auxiliary (7 drawer) must not exceed 68" combined width.
 - Main (5 or 6 drawer) and Auxiliary Tower (full or half height) must not exceed 68" combined width.
 - Main (5 or 6 drawer), Auxiliary (7 drawer), and Auxiliary Tower (full or half height) must not exceed 78" combined width.

- Anesthesia Automated Dispensing Cart
 - Must accommodate a range of drawer and accessory options including: multiple size mini-drawers, full and half-height matrix drawers, pop-matrix drawer, bin drawer, return bin, and accessory rack with storage bins
 - Drawers must include secure as well as accessible options
 - Must have large, touch screen, flat-panel monitor, sealed keyboard, and barcode scanner
 - Must allow for proper cleaning with EPA approved germicidal agents to meet the cleanliness standards of a modern operating room environment
 - Cart must allow for immediate manual override and access in the event of a system or power failure.
 - Must include enhanced safety features that reduce medication errors including the use of barcode scanning for stocking and removal of medications.
 - Standard AC outlet (110v)
 - Must have FIPS 140-2 compliant wireless networking capability
 - Must include a color medication label printer capable of supporting compliance with Joint Commission, ISO, ASTM, and ASA medication labeling recommendations
 - Must integrate with the existing ConnectRX system platform for automated replenishment

- Data Analytics and Reporting Tool
 - The system must include a data analytics platform which allows for quick and accurate analysis and reporting
 - The analytics platform should be a web-based application
 - Reports generated must include: user activity and transactions, problem areas, stockouts, and trends
 - Must track all user activity to increase accountability and identify potential diversion
 - Must be capable of archiving data for a period of at least 7 years and this data must be readily retrievable and exportable in an easy to use format.

- Enterprise system
 - Must interface bi-directionally with existing Aesynt ConnectRX system to allow automated ADC replenishment via MedCarousel, PacMed, and Robot-RX including
 - Automatic transmission of replenishment batches for below par and stocked out medications
 - Immediate notification to ConnectRX of any critically low or stocked out medication
 - Transmission of restocking activities to prevent duplicate filling
 - Barcode recognition of manufacturer and all current ConnectRX produced barcode formats
 - Must interface with VA's Electronic Health Record system (VISTA) via PADE interface
 - Will include a medication order management system that communicates the patient medication profile to the cabinets with immediate access to medications upon review and approval by a pharmacist.
 - Must include workflow functionality for nursing staff to queue orders and document waste from the patient bedside
 - All sub-systems (including automated dispensing cabinets) must have capability to integrate with Active Directory with future plans to allow access via VA Personal Identification Verification (PIV) card.
 - Enterprise server(s) must be deployable in a virtualized environment or as standalone hardware
 - Must allow for regular operating system security updates and anti-virus patches
 - Must support system backup software provided by hospital
 - Operating system must be Windows Server 2012 R2 or newer
 - Database must be SQL 2012 or newer
 - All systems must meet and comply with VA Information Security requirements

5. Delivery Location(s):

VA Palo Alto
 3801 Miranda Ave
 Palo Alto, CA 94304

6. Installation:

All work and installation will be coordinated with the COR, Pharmacy, OI&T, and Biomedical Engineering groups. Phasing and work schedule will be provided and coordinated with the COR. A detailed installation schedule will be provided during the project implementation kick-off meeting. The installations will occur at the discretion of

the COR. The full deployment shall have a one year deployment window. This will allow the site to plan and prepare for all aspects of the new equipment.

The vendor will confine operations (including storage of materials) on Government premises to areas authorized and approved by the Contracting Officer. The Contractor shall hold and save the Government, its officers and agents, free and harmless from liability of any nature occasioned by the Contractor's performance. Working space and space available shall be as determined by the COR.

7. Training

The contractor will provide appropriate levels of training and make it available to all staff who will interact with the system, including but not limited to: nursing and clinic staff, pharmacy staff, system administrators, and Biomedical Engineering. A training plan will be developed by the vendor and provided to the Contracting Officer Representative (COR). This training may be provided via on-site classroom activity, live webinars, and an online learning environment. In addition, the vendor will provide on-site personnel and resources during each go-live phase.

8. Warranty and Support:

Warranty of the equipment will be provided for one year upon receipt and acceptance of the equipment. The COR must sign off on acceptance before the warranty cycle begins. The warranty must be provided in the quote to cover all components of the medication dispensing cabinets and hardware equipment.

Key Terms for warranty support:

- One year warranty commencing upon initial receipt and acceptance signature
- Telephone help desk support 24 hours per day, 365 days per year with a 2 hour call back response.
- On site response for repairs not able to be resolved via telephone or remote support within 8 hours from the time of initial help desk reporting 365 days per year.
- Weekend and holiday repair services will be provided at no additional expense
- Preventive maintenance per the vendors normally recommended schedule.
- Service reports sent to all appropriate points of contact with quarterly aggregate reports.
- Remote connectivity support which complies with all VA Information Security requirements (a Memorandum of Understanding/Interconnection Security Agreement (MOU/ISA) must exist before remote access is initiated)

VA Pharmacy will have full access to the hardware and software that constitute the system, including any diagnostic software features and general administration rights. The

VA pharmacy point(s) of contact must be briefed, by the vendor, on all software upgrades and changes and agree to each prior to installation. The vendor shall provide and install manufacturer recommended software upgrades and changes at no additional charge during warranty/contract period. The vendor will provide two (2) sets of user manuals and technical manuals to VA Engineering and Pharmacy at each site.

For any repairs or services that will be performed during normal working hours, the vendor's service representative will report immediately upon arrival to the VA Pharmacy point of contact or designee. Within 24 hours of completion of the work, the vendor's service representative will provide to the COR in print or via email a report of the work performed, date and time of service, name of company, and the name of the vendor's service representative. At a minimum, this report must contain a detailed description of any services or repairs performed and identification of the units serviced. It must include a listing of replacement parts, when applicable. The report will also include the vendor's recommendations necessary to maintain the equipment in best operating condition. Preventive maintenance procedures followed should be thoroughly documented (step-by-step) on the service report.

9. Testing:

The contractor shall verify to Engineering and Pharmacy that the system meets all requirements stated on this contract through demonstration and validation. Warranty period will start upon sign off and acceptance signature from COR and using services.

10. Operations and Storage Areas:

The Contractor shall confine all operations (including storage of materials) on Government premises to areas authorized and approved by the Contracting Officer. The Contractor shall hold and save the Government, its officers and agents, free and harmless from liability of any nature occasioned by the Contractor's performance.

Working space and space available shall be as determined by the COR.

Debris will be removed daily by the contractor unless otherwise directed.

Workmen are subject to rules of the Medical Center applicable to their conduct. All personal automobiles and contractor trucks shall be parked at the contractor's staging area or offsite of the VA premises.

Execute work so as to interfere as little as possible with normal functioning of the Medical Center as a whole, including operations of utility services, fire protection systems and any existing equipment, with work being done by others. Do not store materials and equipment in other than the designated contractor storage areas.

Daily, contractor shall keep work, storage, and staging areas clean and neat. Contractor shall provide sufficient trash containers so that there is no debris lying around. The containers shall be emptied at least weekly and more frequently, if needed.

11. Phasing:

The contractor shall submit a phasing schedule in writing to the COR for approval two weeks prior to the start of any work.

VISN 21 Medical Centers are fully operational hospitals. The Contractor must schedule work around VA operations and specifically for the convenience of the hospitals. Contractor must not work at times other than normal operating hours unless approved by the CO or COR.

12. Protection of Existing Structures, Equipment, Utilities, and Improvements:

The Contractor shall preserve and protect all structures and equipment on or adjacent to the work site. The contractor shall replace at his own expense damage to such items to the satisfaction of the Contracting Officer.

Contractor shall take all measures and provide all materials necessary for protecting and preserving existing equipment and property in affected areas of installation against dust, debris and physical damage, so that equipment and affected areas to be used in Medical Center operations will not be hindered. Contractor shall permit access to VA personnel through installation areas as required for maintenance and normal Medical Center operations.

When the installation area is turned over to Contractor, Contractor shall accept entire responsibility therefore. Contractor shall maintain in operating condition, existing fire protection, alarm equipment and other operating equipment in the installation area. IT IS VERY IMPORTANT THAT ESSENTIAL AND LIFE SAFETY SYSTEMS BE CONTINUOUSLY MAINTAINED AND NOT INTERRUPTED WITHOUT TWO WEEKS PRIOR WRITTEN NOTICE AND APPROVAL FROM THE VA MEDICAL CENTER.

13. Sign-in Procedures:

All Contractor workers are required to sign in and out at the VA Police Dispatch at the corresponding locations as directed by the COR or designee at each facility. A valid state driver's license or state identification card is mandatory for all employees to have access to these facilities. All contractor employees are required to wear the assigned VA badge at all times.

14. Work Hours:

Normal business hours are 7:30AM to 4:30PM Monday thru Friday excluding Federal Holidays. Work completed outside this time must be requested through the COR.

Requests for after hours work must be submitted in writing to the COR two (2) weeks prior to work. The VA requires that information submitted must contain: extent of work, workers involved, the affected areas, and the estimated times of operation.

15. Estimates:

Vendors will submit one quotation for the purchase of the equipment and match the requirements outlined in this RFP. In the quotes, vendors will indicate whether their solution has MET, NOT MET or MET WITH QUALIFICATIONS for each line item in this document (MET WITH QUALIFICATIONS will require a detailed listing of non-compliance). In addition, vendors will complete the Instructions to Offertory's (ITO) and respond in detail to each question. Vendors are required to respond to each item individually in both documents. Include the specification/question number and text in your response document to facilitate review.

Appendix A: Cabinet Locations and Need

VA Palo Alto
3801 Miranda Ave.
Palo Alto, CA 94304

WARD/CLINIC	CABINET TYPE	QTY	PROBABLE DISPENSE
2A MEDSURG	6-DRAWER MAIN	1	YES
2A MEDSURG	6-DRAWER MAIN	1	YES
2A MEDSURG	AUXILIARY TOWER	1	
2A MEDSURG	AUXILIARY TOWER	1	
2C MEDSURG	6-DRAWER MAIN	1	YES
2C MEDSURG	7-DRAWER AUXILIARY	1	
2C MEDSURG	AUXILIARY TOWER	1	
2F ICU	6-DRAWER MAIN	1	YES
2F ICU	6-DRAWER MAIN	1	YES
2F ICU	7-DRAWER AUXILIARY	1	
2F ICU	7-DRAWER AUXILIARY	1	
2F ICU	AUXILIARY TOWER	1	
3A OUTPATIENT PREOP	6-DRAWER MAIN	1	
3C MEDSURG	6-DRAWER MAIN	1	YES
3C MEDSURG	6-DRAWER MAIN	1	YES
3C MEDSURG	7-DRAWER AUXILIARY	1	
3C MEDSURG	7-DRAWER AUXILIARY	1	
3C MEDSURG	AUXILIARY TOWER	1	
3C MEDSURG	AUXILIARY TOWER	1	
3F MSICU	6-DRAWER MAIN	1	YES
3F MSICU	6-DRAWER MAIN	1	YES
3F MSICU	HALF-HEIGHT COLUMN AUXILIARY	1	
3F MSICU	HALF-HEIGHT COLUMN AUXILIARY	1	
3F MSICU	7-DRAWER AUXILIARY	1	
3F MSICU	7-DRAWER AUXILIARY	1	
4A HOSPICE CARE	6-DRAWER MAIN	1	YES

WARD/CLINIC	CABINET TYPE	QTY	PROBABLE DISPENSE
4A HOSPICE CARE	7-DRAWER AUXILIARY	1	
4A HOSPICE CARE	6-DRAWER MAIN	1	YES
4A HOSPICE CARE	7-DRAWER AUXILIARY	1	
4C LONG TERM CARE	6-DRAWER MAIN	1	YES
4C LONG TERM CARE	7-DRAWER AUXILIARY	1	
4C LONG TERM CARE	6-DRAWER MAIN	1	YES
4C LONG TERM CARE	7-DRAWER AUXILIARY	1	
520A FOR	6-DRAWER MAIN	1	YES
520B ACUTE PSYCH	6-DRAWER MAIN	1	YES
520B ACUTE PSYCH	7-DRAWER AUXILIARY	1	
520B ACUTE PSYCH	7-DRAWER AUXILIARY	1	
520C ACUTE PSYCH	6-DRAWER MAIN	1	YES
520C ACUTE PSYCH	7-DRAWER AUXILIARY	1	
520C ACUTE PSYCH	7-DRAWER AUXILIARY	1	
520D ACUTE PSYCH	6-DRAWER MAIN	1	YES
520D ACUTE PSYCH	7-DRAWER AUXILIARY	1	
520D ACUTE PSYCH	7-DRAWER AUXILIARY	1	
7D POLYTRAUMA/REHAB	6-DRAWER MAIN	1	YES
7E SPINAL CORD INJURY	6-DRAWER MAIN	1	YES
7E SPINAL CORD INJURY	HALF-HEIGHT COLUMN AUXILIARY	1	
7E SPINAL CORD INJURY	7-DRAWER AUXILIARY	1	
7F SPINAL CORD INJURY	6-DRAWER MAIN	1	YES
7F SPINAL CORD INJURY	6-DRAWER MAIN	1	YES
7F SPINAL CORD INJURY	7-DRAWER AUXILIARY	1	
7F SPINAL CORD INJURY	7-DRAWER AUXILIARY	1	
7F SPINAL CORD INJURY	AUXILIARY TOWER	1	
7F SPINAL CORD INJURY	AUXILIARY TOWER	1	

WARD/CLINIC	CABINET TYPE	QTY	PROBABLE DISPENSE
ACC AMB CARE CLINIC	6-DRAWER MAIN	1	
AIC AMB INFUSION	6-DRAWER MAIN	1	
AKC DIALYSIS CLINIC	5-DRAWER MAIN	1	
ANESTHESIA	7-DRAWER AUXILIARY	1	
ANESTHESIA	AUXILIARY TOWER	1	
ANESTHESIA	6-DRAWER MAIN	1	
DENTAL	5-DRAWER MAIN	1	
DERM	6-DRAWER MAIN	1	
DRC	SMALL 2-DRAWER MAIN	1	
DRC	AUXILIARY TOWER	1	
EDOU	6-DRAWER MAIN	1	YES
ENT	SMALL 2-DRAWER MAIN	1	
ER	7-DRAWER AUXILIARY	1	
ER	6-DRAWER MAIN	1	
EYE	5-DRAWER MAIN	1	
GICAB	5-DRAWER MAIN	1	
GMCB	5-DRAWER MAIN	1	
GMCC	5-DRAWER MAIN	1	
IPCAB	7-DRAWER AUXILIARY	1	
IPCAB	6-DRAWER MAIN	1	
IV ROOM	6-DRAWER MAIN	1	
MB2A PHYSICAL REHAB	6-DRAWER MAIN	1	YES
NUCMED	SMALL 2-DRAWER MAIN	1	
OPTOM	5-DRAWER MAIN	1	
OR	7-DRAWER AUXILIARY	1	
OR	6-DRAWER MAIN	1	
PACU	6-DRAWER MAIN	1	YES
POD	5-DRAWER MAIN	1	
500 POLYTRAUMA 1	6-DRAWER MAIN	1	YES
500 POLYTRAUMA 1	7-DRAWER AUXILIARY	1	
500 POLYTRAUMA 2	6-DRAWER MAIN	1	YES

WARD/CLINIC	CABINET TYPE	QTY	PROBABLE DISPENSE
500 POLYTRAUMA 2	7-DRAWER AUXILIARY	1	
PULMO	SMALL 2-DRAWER MAIN	1	
INTERV RADIOLOGY	6-DRAWER MAIN	1	
RAD HOLD	AUXILIARY TOWER	1	
RAD HOLD	SMALL 2-DRAWER MAIN	1	
RADIOLOGY	6-DRAWER MAIN	1	
SCI OP	SMALL 2-DRAWER MAIN	1	

VA San Jose - CBOC
5855 Silver Creek Valley Rd.
San Jose, CA 95138

Room 2027	5-DRAWER MAIN	1	
Room 2049	5-DRAWER MAIN	1	
Room 2060	5-DRAWER MAIN	1	
Room 2082	5-DRAWER MAIN	1	
Room 3027	5-DRAWER MAIN	1	
Room 3049	5-DRAWER MAIN	1	
Room 3060	5-DRAWER MAIN	1	
Room 3082	5-DRAWER MAIN	1	