



Request for Proposal - Nurse Practice Consultant

1. Introduction

Remedy'sRx Specialty Pharmacy (Remedys) is part of Remedy'sRx Holdings Inc – a leader in specialty pharmacy services in Ontario, Alberta and British Columbia.

Remedy'sRx Specialty Pharmacy is currently reviewing requirements for the provision of nursing support services to its Long-term care and Retirement residences. By issuing this Request of Proposal ("RFP"), we are looking at potential providers of these services to Remedy'sRx.

The results from this RFP process will provide us with information to evaluate how well your company can meet Remedy'sRx Specialty's needs.

Remedy's Rx Specialty is the ONLY independently owned Multi-Provincial provider of Specialty Pharmacy Services in Canada. Operating as an independent means that we value the long-term relationships that we build with our partner homes, and we work collaboratively as an integral part of the health care team.

Our tagline is "Your Partner in Care," and like our culture, we are all about being a true partner.

We are committed to providing excellent patient care, within a fast-paced environment that services the needs of our Homes. We provide an employee friendly team environment in which goal-oriented individuals thrive as they achieve rewarding challenges.

2. RFP Process

Remedy's evaluation will be based on the financial proposal, quality of service, and value-added services as requested in the submission portion of the RFP

Remedy's reserves the right to accept or reject any or all responses at its discretion, and to negotiate the terms of any subsequent agreements.

2.1 Scope of RFP

This process is focused on Remedy'sRx Specialty British Columbia nursing support needs. Current dimensions for this RFP are:

The contracted services is required for supporting the needs of our clients in the Long Term Care and Assisted Living settings in British Columbia through educational support. This position also provides our clients with education and training on Nursing Best Practices.

We provide a resident focused multidisciplinary practice environment that allows our team to thrive and make a difference in resident's lives, making this our prescription for success. Homes assigned are located in Greater Vancouver, Vancouver Island and the Interior of British Columbia.

Scope of Work:

- Conduct Nursing Practice Risk Assessments in LTC Homes and Assisted Living Homes
- Educate on topics such as UCP Medication Administration, Pharmacy Policy and Procedure,
 - UCP Treatment Administration

Travel Expectations:

- NPCs can expect to be on the road 3-5 days per month visiting homes within their assignment. Overnight stays in hotels can be expected. This position will be based out of Vancouver.

Qualifications/Requirements

- Fully licensed as Registered Nurse with the BC College of Nursing Professionals
- Minimum 2 years of nursing leadership experience in the long-term care sector
- Proven ability to adapt positively to change
- Experienced in Project Management
- Ability to communicate effectively, both verbally and in writing
- Demonstrated experience in educating and instructing nursing staff in homes.
- Proven ability to work in a fast paced collaborative team environment
- Knowledge and competencies to work at full scope of practice as currently required by the BCNNP
- Proficient Knowledge of MS Word, Excel, and Power Point

2.2 Contact Information

Any contact for any reason should be made with the representative listed below:

Name: Enna Aujla
Position: National Director, Operational Excellence
Address: Unit 110 - 675 Cochrane Drive, North Tower, Markham, ON, L3R 0B8
Email: careers@remedysrxsp.ca

2.3 RFP Submission Guidelines

The RFP submission will include:

- * 1 Electronic copy and 2 hardcopy submissions to the RFP contact in section 2.2
- * Any other additional information you wish to include in your submission which you think will assist us in our evaluation process

Failure to use the requested format or to omit responses to any requirements may impair Remedy'sRx ability to evaluate your proposal. Please do not leave any questions blank. If your company does not possess a certain capability as requested please indicate clearly in your response.

2.4 Key Date

The completed proposal, along with other required documents must be received by Remedy'sRx representative no later than May 31, 2019 12:00 noon. Remedy's reserves the right to change key dates as required.

Note: Prior to the RFP award, Remedy'sRx may ask shortlisted vendors to present their capabilities to the evaluation team at Remedy'sRx. This may assist Remedy'sRx in its decision.

3. Terms of RFP

3.1 Confidentiality

PLEASE NOTE, all information contained within this proposal is considered highly confidential, proprietary, and shall not be shared with anyone other than the intended parties for the purposes of evaluating this proposal. Any portion or whole of this document shall not be distributed or copied to any other party without the express written consent of Remedy'sRx Specialty Pharmacy.

3.2 Use of Document

This document is being delivered on the express understanding that it will be used only in connection with the RFP process and will not be used or distributed for any other purpose whatsoever.

The sole purpose of this document is to provide basic information and requirements and to elicit information from the recipient in connection with the RFP process. Remedy'sRx Specialty, their representatives and affiliates each express disclaim any liability for any statement made herein and the recipient agrees that Remedy'sRx Specialty, their representatives and affiliates shall not be liable to recipients of this document for any reason whatsoever including any costs incurred in the preparation of your Proposal.

3.3 Acknowledgement and Release

Each recipient acknowledges and agrees that should it respond to the RFP, it shall have no claim against Remedy's, their representatives or affiliates should such RFP response be unsuccessful for any reason. Each recipient hereby remises and releases Remedy's, their representatives and affiliates from any cause of action, complaint, or claim in connections with the RFP process and its outcome.

3.4 Comparative Evaluations

Notwithstanding anything to the contrary in this RFP, Remedy's reserves the unqualified right to perform a comparative evaluation of all bids and evaluate them based on considerations which in the sole opinion of Remedy'sRx Specialty Pharmacy would provide the best result for Remedy's.

3.5 Right to Reserve

Remedy's reserves the right (a) to accept any bid or to decline any or all bids; (b) to accept multiple bids; (c) to accept any bid; and (d) to cancel this RFP at any time and for any reason. Following the due date for submission of this RFP, and prior to establishing a contract, the RFP response shall be binding upon the proposer in all respects for a period of 120 days.

3.6 Termination of Agreement

Any services relating directly to this RFP that are currently being provided by vendors that are not successful in being awarded business from this RFP, shall terminate on a mutually agreed upon date.

3.7 Acceptance of RFP

By participating in this RFP, all incumbent suppliers agree that contracts and business practices currently in place, written or implied, will remain in effect, regardless of the outcome of this RFP. Upon submission to Remedy'sRx, each Proposal becomes the property of Remedy'sRx Specialty and will not be returned. The preceding terms and conditions shall apply to any subsequent communication and information supplied in relation to this RFP.

3.8 Proposal Obligations

By selecting a Proposal, whether orally or in writing, we do not intend to bind ourselves legally in any way. Such selection will solely indicate our intention to enter into discussions with respect to the services that are the subject of this RFP. During those discussions we may modify or add to any of the requirements set out in this RFP or re-open any aspect of the Proposal we find unacceptable. All communications or discussions during the RFP process are in no way intended to constitute a binding agreement.

4. Bidding Process

4.1 Instructions to Complete RFP

Please complete and return the questions listed below. Please insert the answers to the questions in the space directly below the question. Where appendices are necessary, please make a clear reference to the appropriate appendix.

4.2 Additional Submission Documents

If successfully chosen you will need to submit 2 weeks prior to your start date:

- Worker Compensation clearance certificate
- Your business number
- A list of other customers you have worked with in the past 3 years
- Security clearance requirements for your employees working directly with vulnerable populations
- License in good standing with the British Columbia College of Nursing Professionals

5. RFP Questions

5.1 Corporate Overview

Please provide a brief overview of your company:

- *Locations serviced
- *Key Personnel –along with qualifications and copy of resume
- *Number of years providing the services contemplated in this RFP

*Experience in providing services in the long term care and retirement home industry

5.2 Customer Service Delivery

5.2.1 Provide a detail description of your overall service capabilities.

5.2.2 Describe your Client service capabilities and offering for Remedy'sRx Specialty Pharmacy:

Booking services

- Availability
- Ability to service lower mainland, Vancouver Island and the interior.

5.2.3. Describe in detail your end to end process including turnaround time from receipt of order to delivery to customer.

5.2.3 Describe in detail personnel available for providing these services

5.2.3 Describe your security clearance requirements for your employees working directly with vulnerable populations.

5.2.4 Describe in detail your problem resolution/escalation procedure.

5.2.5 Describe your ability to meet the qualifications and scope of work sections in this RFP document.

5.2.6 Describe the quality metrics that your company measures regularly. Provide examples of outcome reports delivered to homes with your RFP submission.

5.2.7 Please disclose any conflict of interest – existing affiliations with long term care homes or retirement homes.

5.2.8 Describe in detail your technology, capabilities and functionality and use of such technology to provide your service.

5.2.9 Please outline in as much detail as possible, your previous experience with accreditation support and delivery of educational modules, along with examples of such.

5.3 Financial Proposal

5.3.1 Please provide in detail your financial proposal to Remedy'sRx Specialty Pharmacy given the dimensions of the business as previously highlighted.

5.3.2 Please provide us with the length of term proposed to provide the services to Remedy's.

5.3.3 Please provide us with your proposed payment terms including early payment incentive, if applicable

5.4 Other

5.4.1 Please highlight any other benefits, features and offerings to Remedy'sRx Specialty Pharmacy which you feel are relevant to this RFP and will assist us in our selection of a provider.

If you are committed to providing outstanding care and are passionate about making a difference in the lives of your patients, we want to hear from you today!