

Kim Reynolds, Governor
Chris Cournoyer, Lieutenant Governor

Kelly Garcia, Director

Request for Bid
for
Remote Pharmacy Medication Order Verification
CH25011

INTRODUCTION

In accordance with the informal competition procedures provided for in 11 Iowa Administrative Code rule 118.9, the Department of Health and Human Services (Agency) is seeking a qualified individual or entity (Service Provider) to provide remote pharmacy services in support of the Pharmacy at the Cherokee Mental Health Institute (CMHI) and Civil Commitment Unit for Sexual Offenders (CCUSO). The Agency anticipates that the term of any resulting contract will be one (1) year with two (2) – one (1) year renewal options beginning July 31, 2025.

Bidders interested in providing these services should submit proposals to the Cherokee Mental Health Institute by email to CHEMHIPurchasing@hhs.iowa.gov no later than 2:00 PM Central Time on June 18, 2025. Any proposals received after this deadline will be rejected. Proposals and any other communications shall not be delivered in person.

Proposals should include the Bidder's cost proposal and sufficient information regarding the Bidder's ability to perform the services sought to enable the Agency to make a judgement about the Bidder's ability to perform the work identified in the Scope of Services.

The Agency reserves the right to reject any or all proposals, in whole or in part, to advertise for new proposals, to abandon the need for such services, and to cancel this Informal Competitive Solicitation at any time prior to the execution of a written contract.

All information submitted by a Bidder may be treated as a public record by the Agency unless the Bidder properly requests that the information be treated as confidential information in accordance with the public records laws of the State of Iowa at the time its proposal is submitted.

The cost of preparation and delivery of the bid proposal are solely the responsibility of the Bidder.

By submitting a proposal, the Bidder agrees that the Agency may copy the proposal for purposes of facilitation the evaluation of the proposal or to respond to requests for public records and represents that such copying will not violate the rights of any third party.

By submitting a proposal, the Bidder agrees that it will not bring any claim or have any cause of action against the Agency based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligent or otherwise, to provide the bidder with pertinent information as intended by this Informal Competitive Solicitation.

Kim Reynolds, Governor
Chris Cournoyer, Lieutenant Governor

Kelly Garcia, Director

TIMETABLE

The dates set forth below are for informational purposes only. The Agency reserves the right to change these dates:

6/4/2025	Submit Request for Bid to TSB web page.
6/6/2025	Submit Request for Bid to potential bidders.
6/16/2025	Questions regarding Request for Bid and procurement process due.
6/19/2025	Answers to questions provided to potential Bidders.
7/9/2025	Proposals are due.
7/16/2025	Send Notice of Intent to Award naming successful Bidder.
8/15/2025	Target date to execute contract.

RESTRICTION ON COMMUNICATION

From the date of issuance of this Request for Bid until the announcement of the successful Bidder, Bidders may not contact any employee of the State of Iowa other than the identified contact person about this solicitation. Bidders may only contact Katelyn Meyers, Purchasing Agent II, by email at Katelyn.meyers@hhs.iowa.gov or Jill Peterson, Budget Analyst II, by email at jill.peterson@hhs.iowa.gov with questions related to the interpretation of this Request for Bid and the procurement process. Written responses to all questions received will be provided to all potential Bidders. If a Bidder or someone acting on a Bidder's behalf attempts to discuss this Request for Bid orally or in writing with any members of the evaluation committee, or any employee of the State of Iowa, other than Katelyn Meyers or Jill Peterson, the Bidder may be disqualified.

QUESTIONS AND ANSWERS

Any questions related to this Request for Bid must be emailed to CHEMHIPurchasing@hhs.iowa.gov no later than 2:00 PM central time on June 2, 2025. Questions will only be accepted in writing by email. Answers to all proposed questions will be posted publicly on June 9, 2025 as an attachment to this solicitation on the State of Iowa Bid Opportunities website located at <https://bidopportunities.iowa.gov/Home/BidInfo?bidId=eeb03185-9eac-4155-816b-2a60bcc63daa>.

Kim Reynolds, Governor
Chris Cournoyer, Lieutenant Governor

Kelly Garcia, Director

SCOPE OF SERVICES

The CMHI and CCUSO Pharmacy business hours are 8:00 AM to 4:30 PM Central Time Monday – Friday, excluding State Holidays as specified at <https://das.iowa.gov/state-employees/state-accounting/centralized-payroll/state-holidays>. The Agency is seeking a qualified service provider to provide remote medication order verification.

To meet the minimum requirements of remote medication order verification, the successful Bidder must provide a Pharmacist, licensed in Iowa, to:

1. Verify medication orders after normal business hours as described above, including nights, weekends and holidays;
2. With reasonable notice, be available to provide remote pharmacy coverage of medication order verification during normal business hours in the event of staff illness or scheduled time off;
3. Consult with medical and clinical staff on medication specific questions.

SOFTWARE AND DATA MANAGEMENT AND SECURITY REQUIREMENTS

The Service Provider shall comply with either of the following:

1. Provide certification of compliance with a minimum of one of the following security frameworks, if the Contractor is storing Confidential Information electronically: NIST SP 800-53, HITRUST version 9, SOC 2, COBIT 5, CSA STAR Level 2 or greater, ISO 27001 or PCI-DSS version 3.2 prior to implementation of the system and again when the certification(s) expire, or
2. Provide attestation of a passed information security risk assessment, passed network penetration scans, and passed web application scans (when applicable) prior to implementation of the system and again annually thereafter. For purposes of this section, “passed” means no unresolved high or critical findings.

If using cloud services to store Agency Information, the Service Provider shall comply with either of the following:

1. Provide written designation of FedRAMP authorization with impact level moderate prior to implementation of the system, or
2. Provide certification of compliance with a minimum of one of the following security frameworks: HITRUST version 9, SOC 2, COBIT 5, CSA STAR Level 2 or greater or PCI-DSS version 3.2 prior to implementation of the system and again when the certification(s) expire.

Kim Reynolds, Governor
Chris Cournoyer, Lieutenant Governor

Kelly Garcia, Director

EVALUATION CRITERIA

The Agency intends to award this Request for Bid to the Bidder that meets all minimum criteria as outlined in this solicitation at the lowest proposed cost. Please include the following elements, if applicable, in your proposal:

1. Cost;
2. Timeline of implementation;
3. The capacity of the Bidder to complete the responsibilities described in the Scope of Services.;
4. Past performance of work that is identical or similar to the Scope of Services identified;
5. Experience and references that demonstrate, to the satisfaction of the Agency, the expertise and ability of the Bidder to provide the Scope of Services described in the Informal Competitive Solicitation.

TERMS AND CONDITIONS

The State of Iowa Standard Terms and Conditions are found at <https://das.iowa.gov/vendor-resources/procurement-terms-and-conditions>.

NOTICE OF INTENT TO AWARD

Notice of Intent to Award will be sent by email to all Bidders submitting a timely bid proposal no later than June 23, 2025. The Notice of Intent to Award is subject to execution of a written contract and, as a result, does not constitute the formation of a contract between the Agency and apparent successful Bidder.

ACCEPTANCE PERIOD

Negotiation and execution of the contract shall be completed no later than August 15, 2025. If the apparent successful bidder fails to negotiate and execute a contract, in its sole discretion, the Agency may revoke the award and award the contract to the next highest ranked bidder or withdraw the Informal Competitive Solicitation. The Agency further reserves the right to cancel the award at any time prior to the execution of a written contract.

Kim Reynolds, Governor
Chris Cournoyer, Lieutenant Governor

Kelly Garcia, Director

REVIEW OF NOTICE OF DISQUALIFICATION OR NOTICE OF INTENT TO AWARD DECISION

Bidders may request reconsideration of either a notice of disqualification or notice of intent to award decision by submitting a written request to the Agency:

Bureau Chief
c/o Bureau of Service Contract Support
Department of Health and Human Services
Lucas State Office Building
321 E 12th Street
Des Moines, Iowa 50319-0075
email: reconsiderationrequest@dhs.state.ia.us

The Agency must receive the written request for reconsideration within five calendar days of the date of either a disqualification notice or a notice of intent to award, exclusive of Saturdays, Sundays, and legal state holidays. The written request may be emailed or delivered by postal service or other shipping service. Do not deliver any requests for reconsideration to the office in person. It is the Bidder's responsibility to ensure that the request for reconsideration is received prior to the deadline. Postmarking or submission to a shipping service by the due date shall not substitute for actual receipt of a request for reconsideration by the Agency.

The request for reconsideration shall clearly and fully identify all issues being contested by reference to the page and section number of the RFP. If a Bidder submitted multiple Proposals and requests that the Agency reconsider a notice of disqualification or notice of intent to award decision for more than one Proposal, a separate written request shall be submitted for each. At the Agency's discretion, requests for reconsideration from the same Bidder may be reviewed separately or combined into one response. The Agency will expeditiously address the request for reconsideration and issue a decision. The Bidder may choose to file an appeal with the Agency within five calendar days of the date of the decision on reconsideration, exclusive of Saturdays, Sundays, and legal state holidays, and in accordance with 441 Iowa Admin. Code Ch. 7.