

Penobscot Community Health Care (PCHC)

Request for Proposals

Specialty Pharmacy Consultant

January 20, 2025

PCHC - REQUEST FOR PROPOSALS – Specialty Pharmacy Consultant Services

PCHC is soliciting proposals from qualified organizations to support PCHC with developing a comprehensive specialty pharmacy service line within our in-house pharmacies.

The scope of the project includes advising and supporting pharmacy and executive leadership with a needs assessment, facility and space evaluation, support with ACHC and URAC accreditation, policy and procedure development, payer contracting, data analytics, software solution evaluation and implementation, and other needs identified to develop a successful and comprehensive specialty pharmacy program.

PROPOSAL SUBMISSION & SELECTION SCHEDULE

Proposal Submission Deadline:	February 3 rd , 2026, by 5:00 PM EST
PCHC scoring of proposals:	February 4 - 6, 2026
PCHC notification to selected bidder:	February 9th, 2026
Target Go-Live/Start of services:	February 23 rd , 2026

ABOUT PCHC

PCHC is Maine's largest FQHC with practice locations in Penobscot, Waldo, and Somerset counties offering primary care, mental health, pediatric, dental, audiology, and primary care pharmacy services. PCHC has 4 in-house pharmacies located at four locations, infusion services, a comprehensive primary care pharmacy program focused on direct patient care and chronic disease management, and an extensive 340B program.

THE PROCESS

Prospective specialty pharmacy consultants are invited to submit electronic proposals for consideration. PCHC will evaluate submissions and may select the most qualified vendor based on vendor experience, level of support provided, value, and ability to meet the outlined project requirements. Please see the services list with specifications at the end of this document.

Upon selection, PCHC intends to enter into a formal agreement for consultant specialty pharmacy services. We will then schedule a time for an onsite visit to tour our facilities and develop a timeline and needs assessment.

Close collaboration with PCHC's pharmacy, administrative, billing, and facilities teams will be required to ensure expeditious accreditation and payer enrollment.

SELECTION PROCESS BEING USED

PCHC will review and score the qualified proposals. The reviewers will utilize a ranking card that will allow points in various categories, weighted by importance to PCHC's needs and current resources. PCHC may conduct interviews to help determine their final selection.

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TIME AND PLACE FOR RECEIPT OF QUALIFICATION PROPOSALS

1. Electronic proposal shall be sent on or before 5:00 pm, February 3rd, 2025, to the following:
Kristopher Ravin, PharmD – Executive Clinical Director of Pharmacy – kravin@pchc.com
Meagan Rusby, PharmD – Associate Director of Pharmacy – mrusby@pchc.com
2. No proposals will be accepted after the time and date indicated above unless otherwise stipulated in an addendum. Ample time should be allowed for the transmittal of proposals.
3. All proposals shall remain in effect for a period of not less than thirty (30) calendar days following the date for opening of proposals.
4. The Owner (PCHC) may consider as informal any proposal not prepared and submitted in accordance with the provisions hereof, and may waive any informalities, accept, or reject any and all such proposals.
5. The Proposal, its attachments and all other documents relating thereto which require a signature must bear the written signature of the Proposer (Bidder). If the Proposer is a partnership, a general partner must sign the Proposal; if a corporation, the Proposal must be signed by a duly authorized officer of such corporation, under the seal of the corporation. If the Proposer is an individual using a firm name, indicate the individual's name.

SELECTION OF QUALIFIED PROPOSER

Within seven (7) calendar days of the submittal, or at any time thereafter before such proposal is withdrawn, PCHC shall by way of email notify the selected proposer. This notification shall set forth the intention of the Owner to negotiate terms of the work contract for performance of the project based upon the proposal.

The selected proposer(s) shall, by return email and within five (5) business days of the date of the Owner's notification, acknowledge receipt and confirm their willingness to enter into agreement negotiations for the Pharmacy Specialty Consultant Services.

In the event that the most qualified proposer fails to acknowledge the notification or cannot demonstrate the ability to meet the requirements as outlined in the RFP, the Owner may terminate that proposer's involvement in the selection process. Within five (5) business days of such determination, the Owner may notify the next most responsive and responsible proposer. All terms regarding proposer qualifications and selection shall then apply to the next vendor as if they were the original selected proposer.

If negotiations with any proposer do not result in a mutually acceptable agreement, the Owner reserves the right to terminate negotiations and proceed to the next most qualified proposer. This process may be repeated as necessary at the sole discretion of the Owner until a contract is successfully awarded.

Notwithstanding any other provisions of these instructions, the Owner reserves the right to accept or reject any and all proposals.

If only one proposal is received, the Owner may:

- a. Delay the proposal review in order to determine why other vendors did not respond and to encourage other proposers to respond.

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b. Consider the one proposal received and: (1) negotiate a contract, or (2) award a contract based upon the proposal received; or (3) reject the proposal.

Any provision contained in this section that conflicts with applicable federal or state laws or regulations shall be governed by the requirements of such laws and regulations.

The Owner's decision regarding the selection of the most qualified Specialty Pharmacy Consultant shall be considered final.

RESPONSIBILITIES

The selected specialty pharmacy consultant will be responsible for services divided into the following areas.

1. Review of Facilities

- a. Perform an onsite visit to evaluate prospective specialty pharmacy locations
- b. Support with developing layout of pharmacy space
- c. Provide a list of equipment needed and vendors for specialty pharmacy space

2. Specialty Pharmacy Accreditation

- a. Support PCHC with achieving Specialty Pharmacy Accreditation through ACHC and URAC
- b. Identify gaps in workflows, policies, and procedures required for obtaining accreditation
 - i. Provide or support PCHC in developing workflows, policies, and procedures
- c. Support PCHC with correspondence and site visits required by accrediting bodies as needed
- d. Provide a timeline for addressing identified gaps with a goal of achieving accreditation within the calendar year

3. Payer Contracting

- a. Once achieving accreditation, support PCHC with accessing specialty networks for all relevant payers within the market
- b. When needed, support with correspondence with PCHC's PSAO

4. Data Analytics and Technology

- a. Support PCHC with identification of KPIs and development of a dashboard to track the project's success
- b. Provide PCHC with or make recommendations for technology solutions as required by accrediting bodies or as necessary to streamline workflows

5. Capture

- a. Support PCHC with scaling up capture of specialty pharmacy prescriptions for PCHC patients receiving specialty prescriptions at outside pharmacies
- b. Provide support in expansion of the service as new opportunities in the market are identified

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THE PROPOSAL

Each Specialty Pharmacy Consultant service provider's electronic proposal shall address all of the criteria stated below, including providing detailed answers to the question list in item #15:

1. A cover letter signed by an authorized representative of the company with the authority to commit to the proposal.
2. Identification, qualifications, and relevant experience of key personnel that would be involved in supporting PCHC. Named personnel should remain assigned to the project throughout the duration.
3. Relevant experience in providing Specialty Pharmacy Consultant services for health care organizations of similar size and scope within the past five years – preferably specific to FQHCs. Include a list of comparable projects with FQHCs, if applicable.
4. Bidders should provide in detail a description of the services that are offered under the arrangement.
5. Proposers shall submit a fee proposal document. If the fee is based on a percentage, clearly identify how that percentage is applied. If applicable, provide a list of itemized fees for specific services that are not included in base fee.
6. Disclosure of any current or past litigation, arbitration, or mediation involving the company within the last 5 years.
7. A proposed timeline for the development of the service line including buildout, accreditation, and payer contracting.
8. Any additional information the company considers relevant to the selection process.
9. Demonstrated understanding of Federally Qualified Health Care (FQHC) rules and regulations.
10. Please provide detailed answers to all questions below:
 - a. What is your capacity for beginning these services in first quarter of 2026?
 - b. What is the upfront cost to PCHC for consulting services?
 - c. Assuming space is already owned by PCHC, provide an estimated upfront cost for renovations, equipment, software, and other expenses?
 - d. What IT support or requirements are needed from PCHC?
 - e. What are the conditions and notice requirements for termination?
 - f. What is the length of the agreement?
 - g. Are you currently working with any Federally Qualified Health Centers? If so, can you provide references?
 - h. Provide an estimated timeline for the work based on your experiences with previous clients.
 - i. Do you have marketing plans and informational materials available? Are they/can they be co-branded?
 - j. Do you come onsite or provide services remotely?
 - k. What support do you provide with prescription capture?

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- I. Do you provide or require use of any software (i.e. specialty pharmacy management or patient engagement)? Does it integrate with PioneerRx and/or AthenaOne?
- m. Can you estimate the hours per week allocated to providing these services?
- n. What specific resources will be required for PCHC to dedicate to this work (IT, Pharmacy Admin, Billing, Facilities, Project Management, etc.)
 - a. How many hours per week of these resources will be needed?
- o. How many organizations are you currently working with?
 - a. Percentage/ number of FQHC total?

END OF REQUEST FOR QUALIFICATION