

REQUEST FOR PROPOSALS
FOR
FURNISHING AND DELIVERY
OF
PHARMACY AUTOMATION SYSTEM FOR CENTRALIZED PRESCRIPTION FULFILLMENT SERVICES
FOR
THE CURATORS OF THE UNIVERSITY OF MISSOURI
ON BEHALF OF
MU HEALTHCARE
RFP # 31187
DUE DATE: Friday, January 31, 2025
TIME: 3:00 PM CDT

THE CURATORS OF THE UNIVERSITY OF MISSOURI
Prepared by:
Marcy Maddox
Director, Supply Chain
MU Healthcare Supply Chain
2401 LeMone Industrial Blvd
Columbia, MO 65201

Date Issued: Monday, January 6, 2025

**PHARMACY AUTOMATION SYSTEM FOR CENTRALIZED PRESCRIPTION FULFILLMENT
SERVICES**

RFP # 31187

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NOTICE TO RESPONDENTS

The University of Missouri requests proposals for the Furnishing and Delivery of **PHARMACYAUTOMATION SYSTEM FOR CENTRALIZED PRESCRIPTION FULFILLMENT SERVICES, RFP #31187** which will be received by the undersigned at MU Healthcare Supply Chain, until **Friday, January 31, 2025, at 3:00 p.m. CDT. The University assumes no responsibility for any supplier's on-time receipt at the designated location for proposal opening.**

In the event a Respondent chooses to use the Word version of the RFP to aid in preparation of its response, the Respondent should only complete the response information. Any modification by the Respondent of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document.

If you have any questions regarding the RFP, please send them to:

*Marcy Maddox
MU Healthcare Supply Chain
2401 LeMone Industrial Blvd
Columbia, Missouri 65201
maddoxml@health.missouri.edu*

All questions regarding the RFP must be received no later than 3:00 PM CDT on Friday, January 17, 2025

The University reserves the right to waive any informality in Request for Proposals and to reject any or all Request for Proposals.

THE CURATORS OF THE UNIVERSITY OF MISSOURI

Prepared by:
Marcy Maddox
Director, Supply Chain
MU Healthcare Supply Chain
2401 LeMone Industrial Blvd
Columbia, MO 65201

RFP# 31187 PHARMACY AUTOMATION SYSTEM FOR CENTRALIZED PRESCRIPTION FULFILLMENT SERVICES

**UNIVERSITY OF MISSOURI
REQUEST FOR PROPOSAL (RFP)
GENERAL TERMS AND CONDITIONS
&
INSTRUCTIONS TO RESPONDENTS**

1. **General Terms and Conditions**

1. **Purpose:** The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and proposal response forms.
2. **Governing Laws and Regulations:** Any contract issued as a result of this RFP shall be construed according to the laws of the State of Missouri. Additionally, the supplier shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
3. **Taxes:** The supplier shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.
4. **Sovereign Immunity:** The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require The Curators to indemnify another party (537.600, RSMo). Any indemnity language in proposed terms and conditions will be modified to conform to language that The Curators are able to accept.
5. **Preference for Missouri Firms:** In accordance with University policy, preference shall be given to Missouri products, materials, services, and firms when the goods or services to be provided are equally or better suited for the intended purpose. In assessing overall value, consideration will be given to the extent to which proximity or Missouri preference of the supplier provides potential advantages or reduction of risks. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.
6. **Appropriation:** The Curators of the University of Missouri is a public corporation and, as such, cannot create indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with 30 days' notice.

RFP# 31187 PHARMACY AUTOMATION SYSTEM FOR CENTRALIZED PRESCRIPTION FULFILLMENT SERVICES

7. **Equal Opportunity and Non-Discrimination:** In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status. The contractor shall comply with federal laws, rules, and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans. Contract clauses required by the United States Government in such circumstances are incorporated herein by reference.
8. **Supplier Diversity Participation:** The University of Missouri System is committed to and supports supplier diversity as an essential part of the University's mission and core values. To qualify as a Diverse Supplier, the company must be at least 51% owned and controlled by someone in one of the recognized groups (see below). These firms can be a sole proprietorship, partnership, joint venture or corporation. Diverse suppliers should be certified from a recognized certifying agency.

The University of Missouri recognizes the following groups:

- MBE (Minority Owned Business Enterprise)
 - African American
 - Asian American (including Pacific Asian and Subcontinent Asian)
 - Hispanic American
 - Native American
- WBE (Women Owned Business Enterprise)
- DVBE (Service-Disabled Veteran Owned Business Enterprise)
- VBE (Veteran Owned Business Enterprise)
- LGBT (Lesbian, Gay, Bisexual, Transgender)
- DBE (Disadvantaged Business Enterprise)

Tier 2 Diverse Supplier Spending and Reporting: The University strongly encourages Supplier Diversity participation in all contracts for goods and services. Tier 2 spend is spend reported by primary (non-diverse) suppliers of the University of Missouri who subcontract work to or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) suppliers may be asked to submit Tier 2 information with Women and Diverse Owned Companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms on the contract: Direct and Indirect. Definitions and further explanation of these options is included in the Supplier Diversity Participation Form attached hereto.

Supplier Diversity Participation Form: If a respondent will be utilizing a diverse supplier as part of this contract, they must indicate their Supplier Diversity participation levels on the Supplier Diversity Participation Form included in this RFP (see Attachment A). The Respondent must describe what suppliers and/or how the Respondent will achieve the Supplier Diversity goals. Evaluation of proposals shall include the proposed level of Supplier Diversity participation. Proposals that do not meet the participation requirements for Supplier Diversity will not receive any of the points during proposal review.

Suppliers will be responsible for reporting Tier 2 diverse supplier participation on an agreed upon timing (e.g. quarterly, annually) when business is awarded.

The University may monitor the supplier's compliance in meeting the Supplier Diversity participation levels committed to in the awarded proposal. If the supplier's payments to participating diverse suppliers are less than the amount committed to in the contract, the University reserves the right to cancel the contract, suspend and/or debar the supplier from participating in future contracts.

9. **Applicable Laws and Regulations:** The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.
10. **Anti-Discrimination Against Israel Act:** If this Contract involves the acquisition or disposal of services, supplies, information technology, or construction and has a total potential value of \$100,000 or more, and if Supplier is a company with ten (10) or more employees, then Supplier certifies that it, and any company affiliated with it, does not boycott Israel and will not boycott Israel during the term of this Contract. In this paragraph, the terms "company" and "boycott Israel" shall have the meanings described in Section 34.600 of the Missouri Revised Statutes.
11. **Applicable Digital Accessibility Laws and Regulations:** The University affords equal opportunity to individuals with disabilities in its employment, services, programs and activities in accordance with federal and state laws, including Section 508 of the Rehabilitation Act, 36 C.F.R., Pt. 1194. This includes effective communication and access to electronic and information communication technology resources, and the University expects that all products will, to the greatest extent possible, provide equivalent ease of use for individuals with disabilities as for non-disabled individuals. The University of Missouri has adopted the Web Content Accessibility Guidelines (WCAG), as specified by the University of Missouri Digital Accessibility Policy.

Supplier shall: (1) deliver all applicable services and products in reasonable compliance with University standards (Web Content Accessibility Guidelines 2.0, Level AA or above); (2) provide the University with an Accessibility Conformance Report detailing the product's current accessibility according to WCAG standards using the latest version of the Voluntary Product Accessibility Template (VPAT); (3) if accessibility issues exist, provide a "roadmap" plan for remedying those deficiencies on a reasonable timeline to be approved by the University; (4) promptly respond to assist the University with resolving any accessibility complaints and requests for accommodation from users with disabilities resulting from supplier's failure to meet WCAG guidelines at no cost to the University; and (5) indemnify and hold the University harmless in the event of any claims arising from inaccessibility.

When installation, configuration, integration, updates, or maintenance are provided, the supplier must ensure these processes are completed in a way that does not reduce the original level of WCAG conformance. If at any point after procurement it is determined that accessibility improvements need to be made in order to comply with the WCAG standards, the supplier agrees to work with the University to remedy the non-compliance by submitting a roadmap detailing a plan for improvement on a reasonable timeline. Resolution of reported accessibility issue(s) that may arise should be addressed as high priority, and failure to make satisfactory progress towards compliance with WCAG, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of the agreement.

- 12. Applicable Health Related Laws and Regulations:** If these specifications or any resulting contract involves health care services or products, the Supplier agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to Supplier with regard to patients of the University. All services provided pursuant to this contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and The Centers for Medicare & Medicaid Services (CMS).

Respondents understand and agree that the Curators of the University of Missouri, in the operation of MU Healthcare, is regulated under federal or state laws with regard to contracting with suppliers. The Respondent represents that it is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program, including Medicare and Medicaid. Respondent agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Respondents have been excluded from participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to reject any respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

13. Compliance with CDC Guidelines: (If Applicable)

Due to the changing nature of the COVID-19 pandemic, successful Supplier will monitor and comply with CDC and other federal, state, and local guidance; modifications to University operating procedures; and directives of University relating to protection of the health and safety of the University community.

NOTIFICATION TO UNIVERSITY IN EVENT OF POSITIVE COVID-19 CASE:

In the event any of the successful Contractor's personnel who have or are presently performing services for the University of Missouri (a) tests positive for COVID-19, or (b) has been in close contact with someone that tests positive for COVID-19, the successful Contractor shall immediately notify the University designated contact, and take immediate action to quarantine such person and any other Contractor Personnel who may have come in contact with the person testing positive for COVID-19, and assist University in identifying any other persons on the University campus who may have come in contact with such person. Contractor must clean and disinfect all areas any infected person may have contacted on University's campus, and any cleaning or sanitation costs resulting from a positive COVID-19 test of Contractor personnel are the sole cost and responsibility of Contractor.

14. Inventions, Patents, and Copyrights: The Contractor shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Contractor shall defend, protect, and hold harmless the University its officers, agents, servants and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Contractor shall execute such documents as the University may require for the perfection thereof.

15. Contractor Gifts: The contractor shall refrain in offering any offers of gifts to the University, and all University of Missouri employee's, in accordance with University of Missouri Policy #26301, Suppliers.

2. Instructions to Respondents

1. **Request for Proposal (RFP) Document:** Respondents are expected to examine the complete RFP document and all attachments including drawings, specifications, and instructions. Failure to do so is at Respondents' risk. It is the Respondents' responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications, or requirements of the RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.

All communications from Respondents regarding specifications, requirements, competitive Request for Proposal process, etc., should be directed to the University buyer of record referenced in this RFP. It is the responsibility of the person or organization communicating the request to ensure that it is received.

The RFP document and any attachments constitute the complete set of specifications and Request for Proposal response forms. No verbal or written information that is obtained other than through this RFP or its addenda shall be binding on the University. No employee of the University is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document. In case of any doubt or difference of opinion as to the true intent of the RFP, the decision of the University's Chief Procurement Officer shall be final and binding on all parties.

2. **Preparation of Request for Proposals:** All Request for Proposals must be submitted in the format and number of copies as specified in the detailed specifications and must be emailed with the subject line: **Request for Proposal #31187 for PHARMACY AUTOMATION SYSTEM FOR CENTRALIZED PRESCRIPTION FULFILLMENT SERVICES** and **emailed to Marcy Maddox at maddoxml@health.missouri.edu.**

To receive consideration, Request for Proposals must be received, prior to the Proposal due date and time stated in this RFP. It is the respondent's full responsibility for the actual delivery of Proposals

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All Requests for Proposals must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Detailed Specifications and Special Conditions, all pricing submitted in response to this RFP is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications, it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the Request for Proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at contractor's expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.

Time will be of the essence for any orders placed as a result of this RFP. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the respondents Proposal and accepted by the University. Unless otherwise specified in the Detailed Specifications and Special Conditions, all proposals shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed.

3. **Submission of Proposals:** Respondent shall furnish information required by the solicitation in the form requested. The University reserves the right to reject proposals with incomplete information or which are presented on a different form. All proposals shall be signed, in the appropriate location, by a duly authorized representative of the Respondent's organization. Signature on the proposal certifies that the Respondent has read and fully understands all RFP specifications, plans, and terms and conditions.

By submitting a proposal, the Respondent agrees to provide the specified equipment, supplies and/or services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the Respondent certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) the Respondent has not directly or indirectly induced or solicited any other Respondent to submit a false or sham proposal; (3) the Respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) the Respondent has not sought by collusion or otherwise to obtain any advantage over any other Respondent or over the University.

Modifications or erasures made before proposal submission must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing prior to the exact date and time set for the RFP closing. Any such modifications shall be prepared on company letterhead, signed by a duly authorized representative, and state the new document supersedes or modifies the prior proposal. The modification must be submitted marked "Proposal Modification" and clearly identifying the RFP title, RFP number and closing date and time. Proposals may not be modified after the RFP closing date and time. Telephone and facsimile modifications are not permitted.

Proposals may be withdrawn in writing, on company letterhead, signed by a duly authorized representative and received at the designated location prior to the date and time set for RFP closing. Proposals may be withdrawn in person before the RFP closing upon presentation of proper identification. Proposals may not be withdrawn for a period of sixty (60) days after the scheduled closing time for the receipt of proposals.

All proposals, information, and materials received by the University in connection with an RFP response shall be deemed open records pursuant to 610.021 RSMo. If a Respondent believes any of the information contained in the Respondent's response is exempt from 610.021 RSMo, the Respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption; otherwise, the University will treat all materials received as open records. The University shall make the final determination as to what materials are or are not exempt.

4. **Evaluation and Award:** Any clerical errors, apparent on its face, may be corrected by the Buyer before contract award. Upon discovering an apparent clerical error, the Buyer shall contact the Respondent and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. The University reserves the right to request clarification of any portion of the Respondent's response to verify the intent. The Respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible Respondent whose product or service meets the terms, conditions, and specifications of the RFP and whose proposal is considered to best serve the University's interest. In determining responsiveness and the responsibility of the Respondent, the following shall be considered when applicable: the ability, capacity, and skill of the respondent to perform as required; whether the respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the respondent; the quality of past performance by the Respondent; the previous and existing compliance by the Respondent with related laws and regulations; the sufficiency of the Respondent's financial resources; the availability, quality and adaptability of the Respondents equipment, supplies and/or services to the required use; the ability of the respondent to provide future maintenance, service and parts.

RFP# 31187 PHARMACY AUTOMATION SYSTEM FOR CENTRALIZED PRESCRIPTION FULFILLMENT SERVICES

The University has established formal protest procedures. For more information about these procedures, contact the Buyer of Record.

In case of any doubt or difference of opinion as to the items and/or services to be furnished hereunder, the decision of the Assistant Vice President Management Services, UM System shall be final and binding upon all parties.

The University reserves the right to accept or reject any or all proposals and to waive any technicality or informality.

5. **Contract Award and Assignment:** The successful Respondent(s) shall enter into a contract prepared by the University. The Contract Documents shall include the Advertisement for Request for Proposals, Specifications and Addenda, Exhibits, Request for Proposal Form, Form of Contract, Statement of Work, Letter of Award, University Purchase Order, and Form of Performance Bond, if required.

The contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.

6. **Contract Termination for Cause:** In the event the Contractor violates any provisions of the contract, the University may serve written notice upon Contractor and Surety setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the contract by serving written notice upon the Contractor; but the liability of Contractor and Surety for such violation; and for any and all damages resulting there from, as well as from such termination, shall not be affected by any such termination.
7. **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the contract by given written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.
8. **Warranty and Acceptance:** The Contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective, or which do not conform to any warranty of the Contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

9. **Payment:** Preferred settlement method is through the use of Electronic Accounts Payable solutions. Payment terms associated with these forms of payment will be issued as net 30 after the date of invoice. Payment terms associated with settlement by check will be net 30 days. Cash discounts for prompt payment may be offered but they will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.

For consulting services and/or contract labor services performed for MU Healthcare, the hourly rate and the number of hours worked must be included in the agreement and/or on the invoice submitted. Payment may not occur unless this information has been provided.

The University encourages suppliers to opt into its Single-Use Account (SUA) credit card program for payment of invoices. The SUA is an electronic, credit card-based payment solution that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Suppliers who participate in the SUA program are Net 0 as opposed to the standard Net 30 terms.

10. **Accounting Practices:** The Contractor shall maintain, during the term of the contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this contract. The Contractor agrees to make available to the University, during normal business hours, all book of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.
11. **Debarment and Suspension Certification:** The Contractor certifies to the best of its knowledge and belief that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency in accordance with Executive Order 12549 (2/18/86).

12. **Cooperative Purchasing:** The intended coverage of this RFP, and any Agreement resulting from this solicitation, shall be for the use by all faculty, staff, students, departments, locations, and affiliates of the University of Missouri, including MU Healthcare.

The University of Missouri System seeks to make the terms and prices of this contract available to other higher education institutions and public entities in the State of Missouri. Extension of the terms and prices to any or all other Missouri higher education institutions and public entities is at the discretion of respondents and shall not be considered in the award of this contract. The contractor shall further understand and agree that participation by other higher education institutions and public entities is discretionary on the part of these institutions, and the University of Missouri System bears no financial responsibility for any payments due the contractor by such entities, nor will the University be responsible for contract administration for other institutions.

UNIVERSITY OF MISSOURI
DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS

1. OBJECTIVE

The Curators of the University of Missouri, a public organization, propose to contract on behalf of MU Healthcare (hereinafter referred to as "MUHC") with an organization (hereinafter referred to as "Supplier"), to provide **PHARMACY AUTOMATION SYSTEM FOR CENTRALIZED PRESCRIPTION FULFILLMENT SERVICES**.

MUHC Pharmacy Services has executive approval to invest in automation to improve efficiency, allow room for growth and generate expense reduction opportunities. The automation will support the preparation and dispensing of home delivery prescriptions, including specialty pharmacy, and serve as the central fill location for all outpatient pharmacies within the MUHC enterprise.

MUHC intends for this project to address the following key objectives;

- Improve efficiency in prescription dispensing and medication preparation.
- Reduce medication errors and improve patient safety.
- Optimize inventory management and tracking.
- Ensure compliance with local, state, and federal regulations.
- Integrate seamlessly with existing systems (e.g., retail pharmacy software, EHR, billing systems).
- Improve patient experience and increase employee engagement.

This RFP may be awarded to multiple suppliers at the sole discretion of the University.

2. SCOPE

MU Healthcare (MUHC) is seeking a vendor to provide a pharmacy automation system for prescription fulfillment services at 1450 Cinnamon Hill Lane, Columbia, MO. The location hosts 31,984 square feet of space that will be developed in phases to support growing pharmacy needs.

Phase One will develop 14,000 square feet dedicating 5,000 square feet to the Home Delivery/Central Fill and Specialty Pharmacy. 2,000 square feet in this space is dedicated to automated system equipment. The goal of this space is to fill 2,000 prescriptions per 10-hour shift. Additional square footage is assigned for future growth to expand to fill 5,000 prescriptions per 10-hour shift.

3. BACKGROUND UNIVERSITY INFORMATION

The University of Missouri has provided teaching, research and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation's largest higher education institutions with more than 73,000 students, 24,000 faculty and staff on four campuses, an extension program with activities in every county of the state, comprehensive distance learning services and an extensive health care network.

MU HEALTHCARE. As part of the state's premier academic health system, University of Missouri Health Care offers a full spectrum of care, ranging from primary care to highly specialized, multidisciplinary treatment for patients with the most severe illnesses and injuries. Patients from each of Missouri's 114 counties are served by approximately 7,146 physicians, nurses, and health care professionals at MU Healthcare. MU Healthcare is comprised of six hospitals: Capital Region Medical Center, Ellis Fischel Cancer Center, Missouri Orthopaedic Institute, Missouri Psychiatric Center, University Hospital, and Women's and Children's Hospital, as well as 60+ outpatient clinics. The inpatient hospitals have a combined 776 beds. MU Healthcare also partners with Cerner (Oracle) Corporation, a supplier of health information technology solutions, services, devices, and hardware through the Tiger Institute for Health Innovation. The Tiger Institute serves as MUHC's IT function along with working alongside MUHC clinicians and staff to develop innovative improvements to Cerner technology products. The health system is consistently ranked as a top performer in information technology advances. MU Healthcare is one of only two tier-one safety net health systems in Missouri (the other being Truman Medical Center in Kansas City).

4. VENDOR PRESENTATION/DEMO

Vendors may be required to provide demo/presentations to the RFP review team. Once response has been received, opened, and reviewed, invites will be sent to those vendors selected to participate in presentations if required.

5. CONTRACT PERIOD

The contract period shall be from the date of award for one (5) years with the option by the University to renew for additional one-year periods.

Each respondent is required to state their maximum percent increase for items awarded for the successive annual renewal periods, if applicable. The percent increase shall be a percentage change in the unit prices and shall not exceed that percent. The percent increase will be considered when evaluating the financial proposals.

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The Curators of the University of Missouri is a public corporation and, as such, cannot create an indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in Section 172.250 RS MO. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with thirty (30) days' notice.

6. INSTRUCTIONS FOR PROPOSAL RESPONSE

Responses should be enumerated in the same order and fashion of the Mandatory and Desirable Specifications outlined within. Respondents are required to **fully** respond with compliance statements to each of the mandatory specifications. Respondents are required to fully respond with description of ability and how to meet the evaluation questions.

Respondents must be clear and concise in responses to be fully credited in the evaluation. Attach and reference any relevant documentation that would ensure the evaluating committee both Mandatory and Desirable specifications are met. If "no response" or insufficient response to substantiate compliance is provided, the University reserves the sole right to reject supplier's proposal from further consideration. Do not include responses that are superfluous or irrelevant to the specific question asked and do not include large graphics. These are not valuable in the volume of information the various evaluating teams must review.

Please limit your proposal responses to no more than one hundred (100) pages in response to the criteria.

Proposals must be submitted in the number and manner as specified below:

Volume I – Functional section **MUST** be submitted via email with one (1) electronic copy via a non-password protected file in PDF format and must contain **in this order**: No pricing information should be included in Volume 1 submission.

- Response to Information for Respondents and General Conditions,
- Mandatory Specifications and supplier responses,
- Desirable Specifications and supplier responses,
- If there is a supplier related contract that must be signed as part of doing business, it should also be included in this section.

Volume II – Financial Section **MUST** be submitted via email with one (1) electronic copy via a non-password protected file in PDF format.
and contain **in this order**:

- Request for Proposal Form with any supplemental pricing schedules, if applicable.
- Authorized Respondent Representation.

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- Financial Summary including additional costs, if any, for Desirable Specification Compliance, functional or technical.
- Attachment A - Supplier Diversity Participation Form.
- Attachment B – Supplier Registration Information.
- Financial statements, if required.

Respondent must complete and return the University Proposal Form with proposal response. Supplier quote sheets are not acceptable forms of bidding and could cause rejection of response.

All proposals must be plainly marked: Request for Proposal #31187 for FURNISHING AND DELIVERY OF PHARMACY AUTOMATION SYSTEM FOR CENTRALIZED PRESCRIPTION FULFILLMENT SERVICES and emailed to Marcy Maddox at maddoxml@health.missouri.edu.

Note: Any Respondent's Request for Proposal that makes material modifications to the University's Terms and Conditions may be found non-responsive, as solely determined by the University.

Confidentiality of Information:

All records received from a Supplier will be deemed public records and presumed to be open. If the supplier submits with the Request for Proposal any information claimed to be exempt under the Revised Statutes of Missouri, Chapter 610, this information must be placed in a separate envelope and marked with:

"This data shall not be disclosed outside the University or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the Request for Proposal; however, if a contract is awarded to this Supplier as a result of or in connection with the submission of such information, the University shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the University's right to use information contained herein if it is obtained from another source."

7. EVALUATION AND CRITERIA FOR AWARD OF PROPOSAL

Respondents must meet the mandatory/limiting criteria to be "qualified" for scoring. If requirements are not met, the respondents are disqualified from further evaluation/award. Qualified remaining respondents will be scored on their ability to meet scored desirable criteria, which includes qualitatively, how specifications are met. A team of University individuals will evaluate and assign points to suppliers' responses to the evaluation questions. At the sole option of the University, the functional/technical review team may decide to go on a site visit, at their expense, or request suppliers to perform a presentation/demonstration to confirm specifications are met as provided in responses. The University could elect to not award to a potential respondent if site visits/presentations revealed compliance inconsistency.

The University may request suppliers selected as finalists to come onsite to the University, at the supplier's expense, for presentations as part of the RFP selection.

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Proposals will be awarded based upon the functional and financial evaluation.

8. INSURANCE REQUIREMENTS

Contractor agrees to maintain, on a primary basis and at its sole expense, at all times during the life of any resulting contract the following insurance coverages, limits, including endorsements described herein. The requirements contained herein, as well as the University's review or acceptance of insurance maintained by Contractor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Contractor under any resulting contract. Coverage to be provided as follows by a carrier with A.M. Best minimum rating of A- VIII.

Commercial General Liability Contractor agrees to maintain Commercial General Liability at a limit of not less than \$1,000,000 Each Occurrence, \$2,000,000 Annual Aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

Contractor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. Contractor agrees to endorse The Curators of the University of Missouri, its officers, employees and agents as Additional Insured on the Umbrella or Excess Liability, unless the Certificate of Insurance state the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.

Note: Anyone who serves alcoholic beverages on a University of Missouri Campus or when contracted for service at an UM event must also provide liquor liability coverage. This should be written on an "occurrence basis" and have limits not less than \$1,000,000 each claim or each common cause and at least a \$1,000,000 aggregate. The insurance carrier, policy number, effective date and limits should be shown on an insurance certificate provided to the University of Missouri. The Curators of the University of Missouri, its officers, employees and agents endorsed Additional Insured on such policy and a copy of the endorsement should be provided along with the certificate of insurance.

Business Auto Liability (If required in service performance) Contractor agrees to maintain Business Automobile Liability at a limit not less than \$1,000,000 Each Occurrence. Coverage shall include liability for Owned, Non-Owned & Hired automobiles. In the event Contractor does not own automobiles, Contractor agrees to maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.

Workers' Compensation & Employers Liability Contractor agrees to maintain Workers' Compensation in accordance with Missouri State Statutes or provide evidence of monopolistic state coverage. Employers Liability with the following limits: \$500,000 each accident, disease each employee and disease policy limit.

Data Breach:

If capturing, transmitting or access to PII, PHI or PCI then coverage must also include Data Breach coverage of \$1,000,000 per occurrence.

Contract Language

The Curators of the University of Missouri, its officers, employees and agents are to be Additional Insured with respect to the project to which these insurance requirements pertain. A certificate of insurance evidencing all coverage required is to be provided at least 10 days prior to the inception date of the contract between the contractor and the University. Contractor/Party is required to maintain coverages as stated and required to provide written notice of cancellation according to the policy provisions. The University reserves the right to request a copy of the policy. The University reserves the right to require higher limits on any contract provided notice of such requirement is stated in the request for proposals for such contract.

Indemnification

The Contractor agrees to defend, indemnify, and save harmless The Curators of the University of Missouri, their Officers, Agents, Employees and Volunteers, from and against all loss or expense from any cause of action arising from the Contractor's operations. The contractor agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of the Contractor or at the option of the University, agrees to pay to or reimburse the University for the Defense Costs incurred by the University in connection with any such liability claims, or demands.

The parties hereto understand and agree that the University is relying on, and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to the University, or its officers, employees, agents or volunteers.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the University shall have the right to cancel and terminate the contract without notice.

The insurance required by the provisions of this article is required in the public interest and the University does not assume any liability for acts of the Agency/Service and/or their employees and/or their subcontractors in the performance of this contract.

9. BUSINESS ASSOCIATE REQUIREMENTS

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If the services requested by MUHC via this RFP require the respondents to use and/or disclose protected health information (PHI), a “Business Associate” relationship exists. The following 19 identifiers, together or individually, may constitute PHI:

1. Names;
2. All geographic subdivisions smaller than a state (e.g. street address, city, county, precinct, zip code);
3. All dates related to the individual (e.g. date of birth, admission date, discharge date, date of death);
4. Telephone number;
5. Fax number;
6. Electronic mail addresses;
7. Social Security Number (SSN);
8. Medical record number;
9. Health plan numbers;
10. Account numbers;
11. Certificate or license numbers;
12. Vehicle identification/serial numbers, including license plate numbers;
13. Device identification/serial numbers;
14. Universal resource locators (URL’s);
15. Internet protocol (IP) addresses;
16. Biometric identifiers;
17. Full face photographs and comparable images;
18. Genetic information; or
19. Any other unique identifying number, characteristic or code

If a Business Associate relationship is determined to exist, the awarded supplier will be required to sign the University’s Business Associate Agreement at the time of contract execution.

10. SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY PURCHASES

As part of the selection process, Respondents must demonstrate compliance with the security criteria listed in the categories stated on the attached “SecureAuth IdP Integration Questionnaire” (Attachment C) and “University of Missouri Information Security Requirements Questionnaire” (ITSRQ) spreadsheet (Attachment D) by responding in writing to every statement and question. It is the respondent’s responsibility supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations. Validation of the answers provided by the respondent may be conducted during the review/assessment process. Any erroneous information could limit the respondent’s ability to finalize implementation of the proposed solution. Please include any security white papers, technical documents, or policies that are applicable. Failure to provide the necessary information to meet the requirements in this section could lead to disqualification. The University assigns data classification levels (DCL) for all University owned or hosted IT-based systems. **This system will have a DCL level of 4.** Security requirements for all DCS levels can be found at:

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<https://www.umsystem.edu/ums/is/infosec/classification-device-guidelines>. The University of Missouri reserves the right to periodically audit any or all hardware and/or software infrastructure provided by the supplier to ensure compliance with industry standards and best practices, as well as the requirements of the University's DCS. When applicable, the University of Missouri requires compliance with the Health Insurance Portability and Accountability Act (HIPAA), FERPA, GLBA, PCI specifications, and all other applicable state, local and federal laws and regulations.

11. VENDOR VETTING VENDOR VETTING REQUIREMENTS AND VENDOR REPRESENTATIVE CHECK-IN REQUIREMENTS

MUHC uses a vendor registration company, "Reptrax" to track required vendor and vendors' representative credentials. Vendors must complete an on-line registration and receive notification of an "approved" vendor status before visiting any department or location outside of the check-in area. It is the vendor's responsibility to make sure that the registration is completed and current with Reptrax at all times.

All vendor representatives calling on site must be registered and approved through Reptrax on-line, check in software. Unless a contractor I.D. badge has been issued by MUHC and vetting performed by Human Resources, check-in is required each time a representative is on site. Kiosks are located at various MUHC sites near the general entrances for this purpose.

BACKGROUND AND HEALTH SCREENING REQUIREMENTS ON SITE, NON-CLINICAL CONTRACT PERSONNEL UNIVERSITY OF MISSOURI HEALTH CARE

The following terms and conditions apply to any "Vendor" providing non-clinical services within University of Missouri Health Care (customer) and their personnel, when the work assignment period is thirty days or longer. Vendors' assigned personnel, hereinafter referred to as "Staff" must comply with minimum requirements in order to work on site. University of Missouri Health Care reserves the sole discretion to waive or modify any requirements detailed below.

Indemnification of Customer.

Vendor agrees to defend, indemnify, and save harmless The Curators of the University of Missouri, its Officers, Agents, Employees, and Volunteers (Customer) from and against all loss or expense from any cause of action arising from Vendor's operations. Vendor agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of the Vendor, or at the option of the Customer, agrees to pay to or reimburse the Customer for the defense costs incurred by the Customer in Connection any such liability claims, or demands.

The parties hereto understand and agree that the Customer is relying on, and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to the Customer, or its officers, employees, agents, or volunteers.

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Vendor and Vendor's Staff

Before any Staff may perform any Services, in the discretion of the Customer, Vendor must thoroughly investigate the Staff's background and work history at no additional charge. At a minimum, Vendor must:

- a. Investigate whether staff has any criminal record in each county in which staff resided or worked within the seven years immediately preceding the staffing assignment. Investigation must include a verification of U.S. General Service Administration (GSA) - System for Award Management (SAM). Vendor must provide Customer with results dated within thirty (30) days of staffing assignment start date;
- b. Investigate whether staff is a registered sex offender through a national search, all results must be dated within thirty (30) days of assignment start date;
- c. Perform and provide satisfactory result of the following background checks on staff assigned to Customer. The checks must be performed on an annual basis and always current, having been checked within previous 12 months.

Office of Inspector General – Exclusion and Debarment Listing

Employee Disqualification Listing – Missouri Department of Health and Senior Services

- d. Acknowledge and agree that Customer may additionally perform background screenings for those individuals. If the employee has a criminal record, Customer will decide if the convictions are relevant to the position for which they are being considered and either accept or deny assignment.
- e. Administer an 8-panel drug screen within thirty days of staffing assignment start date. Agency must provide Customer with results prior to assignment start date; Vendor acknowledges that MUHC has implemented a policy requiring an **eight-panel** drug and alcohol test for all staff (1) initially, at the time that the staff member is conditionally offered employment as a member of the workforce of MUHC; and (2) when there is reasonable cause to believe that a member of staff is under the influence of such substances while on MUHC premises.

In accordance with this policy, Vendor agrees that prior to placing any staff for assignment at MUHC, the Vendor shall advise the staff member(s) of the existence of MUHC's policy and that the staff member (1) will be required to submit to a **eight panel** drug and alcohol testing at the time of the assignment to MUHC; and (2) when there is reasonable cause to believe that a staff member is under the influence of such substances while on MUHC premises, the staff member will be required to submit to a **eight panel** drug and alcohol testing. Vendor agrees to bear the total expense of the initial testing of their staff members and any subsequent testing that may be required by the University as stipulated in (2) above. Any failure on behalf of the Vendor or Vendor's staff to comply with the policy will result in immediate removal of staff member from MUHC and may result in immediate cancellation of the contract.

- f. Obtain and provide to customer at least two performance references from the staff's most recent employment (no older than 12 months). The reference must be from an actual work supervisor or manager and that person must indicate that staff would be eligible for re-hire by them;
- g. Complete and maintain all I-9 Employment Eligibility Verification Form documentation for the staff and any other work permit documentation for the staff as required by federal law or regulation. Copies of actual documentation must be provided to customer prior to staffing assignment start date;
- h. Verify staff's identity by examining staff's current photo identification or a copy of current photo identification and provide this to customer;
- i. Verify the staff's current resume or application and ensure it contains all work history and personal contact information, resume must be provided to customer prior to placing any staff for assignment at UMHC.
- j. Ensure that staff have completed the appropriate skills checklists and those are provided to customer prior to interview;
- k. Ensure that staff have completed and signed Customer Access and Confidentiality Agreement, Culture of Yes Agreement, and ID Badge Authorization Form and those are provided to Customer;
- l. If needed to perform job requirements Customer must obtain primary source verification of licensure, registration, certification, and/or education;
- m. Staff must complete the Non-Clinical Courtesy Appointment Orientation Form. Form should be returned within 10 days to Human Resources for inclusion in Staff member's file;

- n. Vendor must complete the health and background screening attestation to this Agreement warranting that: (a) Vendor has completed a background check and health screening for each Staff in accordance with the requirements set forth in this agreement; (b) there has been no break in service of the Staff with the Vendor since conducting these background checks and health screening; and (c) the background check revealed no issues likely to either (i) render staff unacceptable to Customer under this Agreement; or (ii) otherwise impact patient health or safety.

Immunizations and Health Screening Requirements

Immunizations and Tuberculosis (Tb) skin tests are requirements for working at University of Missouri Healthcare (MUHC). Agencies, independent contractors, and Contractors with patient contact are required to provide documents to MUHC Staff Health Services showing the following immunizations and Tb screening(s) prior to starting their work assignment at MUHC. For individuals from these groups, the records must be accessible to MUHC Staff Health Services prior to starting work. Records must be available within twenty-four hours of formal requests **any time** during the assignment if not given by Staff Health Services.

Requirements:

- a. Documentation of immunity to Measles (also known as Rubeola), by **two** doses of live Measles vaccine after the first birthday, or a blood test record showing Measles disease history. Any person born before 1957 with a documented history of disease will receive a blood test to confirm protection from previous disease.
- b. Documentation of immunity to Mumps by **two** doses of live Mumps vaccine or a blood test showing Mumps disease history. Those born before 1957 with a documented history of disease will receive a blood test to confirm protection from previous disease.
- c. Documentation of Rubella immunity by **one** vaccination or blood test showing disease history.
- d. MMR administered **twice** after 1st Birthday, at least 28 days apart and at least once after 1980.
- e. Documentation of immunity to Chickenpox (also known as Varicella), by **two** vaccinations or a blood test showing Chickenpox disease history.
- f. Documentation of two Tb skin tests, with one in the past twenty-four months, and a second one within **three** months of starting your MUHC assignment.
- g. If no records are available for the Tb testing, a 2-step Tb skin test or QFT (at nurse's discretion) is required.
- h. Annually, during your birth month, Tb testing must be updated (1 or 2-step skin test or QFT, at nurse's discretion).

- i. Each fall between October 1st and mid-November, a flu vaccine is required. This can be completed at a Staff Health Services Flu Shot Clinic or elsewhere. If completed elsewhere, it is the staff member’s responsibility to provide documentation to Staff Health Services.
- j. Acceptable immunizations/tests documentation could include:
 - 1. A copy of immunization booklets signed by a physician.
 - 2. A copy of records from a physician’s office, hospital, county health department, or school, showing dates of immunizations, blood tests, or Tb skin test results.

If agency, Contractor, or contract staff have not completed their immunizations/testing or cannot provide proper documents, they will be required to have their vaccinations/testing completed at MUHC Staff Health Services. The agency, Contractor, or independent contractor agrees to pay MUHC the following amounts if vaccinations/testing of these individuals occurs at MUHC Staff Health Services. Immunizations and testing records received at outside medical facilities must be available on hire and within twenty- four hours anytime during the assignment.

The **current** costs of Tb skin tests, vaccinations, and testing at MUHC Staff Health are listed below.

<u>*VACCINATIONS</u>	<u>COST</u>
MMR (series of 2 vaccines)	\$65.00/each
Tuberculin (TB Skin test)	\$5.00/each test
QFT (TB blood test)	\$26.00/each test
Chickenpox (series of 2 vaccines)	\$110.00/each
Hepatitis B (series of 3 vaccines)	\$55.00/each
Tetanus/diphtheria/pertussis (one vaccine)	\$50.00/each
Annual Flu vaccine	\$00.00/each

<u>*BLOOD VERIFICATION OF DISEASE</u>	<u>COST</u>
Chickenpox titer	\$25.00
Measles titer	\$20.00
Mumps titer	\$15.00
Rubella titer	\$15.00
Quantitative Hepatitis B antibody	\$15.00

Performed only for those with positive Tb skin tests:

*Chest x-ray (confirms no active Tb)	\$296.00
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*Costs are subject to market changes without prior notice.

VOLUME I MANDATORY CRITERIA

Volume I - Mandatories

Respondents must meet all mandatory requirements in this section in order to continue with a response to this RFP. Any Respondent that does not meet all the following requirements will be removed from further consideration. Respondents must provide a written, affirmative response to each of the criteria stated below and provide substantiating information to support your answer.

System Capabilities and Functional Requirements

- **Prescription Filling Capacity**
 - Minimum throughput: 2,000 prescriptions every 10 hours.
 - Ability to scale operations based on volume growth.
- **Automation Levels**
 - **Fully automated:** Ability to handle prescription intake, counting, filling, labeling, verification, and packaging.
 - Support for both **unit-of-use packaging, including cold chain, and count-and-dispense processes.**
- **Inventory Management**
 - Real-time tracking of inventory levels (low stock alerts, expirations, stockouts).
 - Automated replenishment features and compatibility with inventory control systems.
- **Robotics Accuracy**
 - Accuracy rate of 99.9% or better for dispensing/counting medications.
- **Labeling and Verification**
 - Automated application of labels with barcode/QR codes.
 - Compatibility with **e-prescriptions** and verification systems.
 - Image capture for verification and audit trails.
- **Batch Processing**
 - Ability to process high volumes of prescriptions in batch mode for central fill efficiency.

2. Integration and Interoperability

- **Pharmacy Management System Integration**
 - Compatibility with existing pharmacy software (e.g., PDX, McKesson EnterpriseRx, PrimeRx, Pioneer Rx, QS/1).
- **Interfaces with Other Systems**
 - Integration with Electronic Health Records (EHR), inventory management software, wholesaler ordering systems, and delivery/shipping software.
- **Data Standards**
 - Compliance with HL7, NCPDP Script, and other pharmacy data standards.
- **Automated Data Reporting**

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- Real-time reporting on fills, errors, inventory status, and productivity metrics.

3. Physical and Space Constraints

- **Space Optimization**
 - System design must optimize use of the space outlined in scope above.
 - Floor plan attached – Attachment E
 - Respondents should view virtual walk through at the following link:

<https://youtu.be/o1TJOBzxRXk>
 - Modular equipment design for scalability and space flexibility.
- **Environmental Requirements**
 - Accommodations for temperature control, electrical needs, and HVAC systems.
 - Noise level restrictions to comply with workplace standards.

4. Regulatory and Compliance Requirements

- **Regulatory Compliance**
 - FDA, DEA, USP, and Board of Pharmacy regulations (e.g., USP 800 for hazardous drugs).
 - Compliance with HIPAA for patient data security.
- **Audit and Reporting**
 - Comprehensive audit trails for compliance purposes (e.g., transaction logs, dispensing verification).

5. Reliability, Safety, and Accuracy

- **Error Reduction**
 - Built-in safeguards to prevent dispensing errors (barcode verification, weight verification).
- **Safety Standards**
 - Features to minimize cross-contamination risks (e.g., separate robotic pathways for medications).

6. Security and Data Management

- **Cybersecurity Standards**
 - Compliance with NIST, ISO 27001, or similar standards.
 - Secure encryption of data in transit and at rest.
- **User Access Control**
 - Role-based access for users with audit trails for activity monitoring.

Respondents should indicate in the table below their ability to meet or exceed the preceding mandatory requirements. Details to support the mandatory requirements should be included in Volume I responses along with the desirable criteria.

Mandatory Requirement	Yes – Can meet or exceed	No – Cannot meet
System Capabilities and Functional Requirements		
Prescription Fill Capacity		
Automation Levels		
Inventory Management		
Robotics Accuracy		
Labeling and Verification		
Batch Processing		
Integration and Interoperability		
Pharmacy Management System Integration		
Interfaces with other Systems		
Data Standards		
Automated Data Reporting		
Physical and Space Constraints		
Space Optimization		
Environmental Requirements		
Regulatory Compliance Requirements		
Regulatory Compliance		
Audit and Reporting		
Reliability, Safety, and Accuracy		
Error Reduction		
Safety Standards		
Security and Data Management		
Cybersecurity Standards		

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User Access Control		
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It is the Respondent’s responsibility to supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations.

13. DESIRABLE CRITERIA

Volume I – Desirable Criteria

1. Vendor Experience and References

- **Industry Experience**
 - Vendor must demonstrate experience with pharmacy automation systems for central fill locations.
- **References**
 - Provide references from at least 3 similar installations (size, capacity, and workflow).
- **Case Studies**
 - Proven examples of systems improving efficiency and accuracy in similar-sized facilities.

2. System Capabilities and Functional Requirements

- Integration with pill sorters, vial fillers, blister pack automation, and adherence packaging systems.
- **Handling Multiple Prescription Types**
 - Provide the types of prescriptions platform is able to process (e.g. solid medications, liquids, inhalers, controlled substances, and refrigerated items)

3. Reliability, Safety, and Accuracy

- **Downtime and Redundancy**
 - Provide System uptime guarantee of %.
 - Redundant systems for critical operations to minimize disruption.

4. Scalability and Modular Design

- **Modular Automation Systems**
 - Components can be easily expanded or reconfigured as prescription volume grows.
- **Flexible Integration**
 - Seamless integration with new systems, technologies, and software upgrades in the future.
- **Support for Multiple Locations**
 - Cloud-based solutions for centralized monitoring and control across multiple pharmacy sites.

5. Ergonomics and User-Friendly Design

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- **User Interface and Experience**
 - Intuitive touchscreen interfaces and dashboards that require minimal training.
- **Ergonomic Design**
 - Systems designed to improve staff comfort, reduce repetitive strain injuries, and support long shifts.
- **Quiet Operation**
 - Low noise output for improved workplace comfort.

6. Installation, Training, and Support

- **Implementation Timeline**
 - Detailed project plan, including system design, installation, testing, and go-live dates.
- **Training and Onboarding**
 - Comprehensive on-site and remote training for pharmacy staff.
 - Provision of user manuals and ongoing education.
- **Technical Support**
 - 24/7 technical support and a clear Service Level Agreement (SLA).
 - Preventative maintenance schedules and rapid response times for system failures.
- **Warranty and Upgrades**
 - Minimum warranty period and support for software upgrades.

7. Advanced Automation and Workflow Optimization

- **Dynamic Workflow Management**
 - Intelligent routing of prescriptions based on priority, prescription type, or delivery timelines.
 - Workflow customization to accommodate changing operational needs. Vendor should describe how the system seamlessly manages both central fill and direct order fulfillment.
- **Multi-Tasking Capability**
 - System can simultaneously handle dispensing, packaging, verification, and labeling without bottlenecks.
- **High-Speed Processing**
 - Enhanced speed beyond mandatory capacity (e.g., 30-50% faster throughput during peak periods).
- **Automated Quality Control**
 - Optical or weight-based verification for added accuracy.
 - Systems to detect damaged tablets or incorrect fills automatically.

8. Advanced Packaging Options

- **Custom Packaging Solutions**
 - Support for multi-dose blister packs, single-dose packets, and adherence packaging.

- On-demand printing for personalized labeling with multilingual capabilities or patient-specific instructions.
- **Barcode and RFID Labeling**
 - Ability to generate advanced barcode labels, including 2D barcodes and RFID tags, for better tracking.
- **Sustainability Features**
 - Use of eco-friendly packaging materials and reduced waste systems.

9. Artificial Intelligence (AI) and Analytics

- **Predictive Analytics**
 - AI-driven tools for demand forecasting and inventory optimization to prevent overstocking or stockouts.
- **Error Reduction through AI**
 - Use of machine learning to identify potential errors and prevent them during the filling process.
- **Operational Dashboards**
 - Real-time reporting with analytics on productivity, fill rates, error rates, and trends.
 - Data visualization tools for better decision-making.

10. Enhanced Security and Compliance Features

- **Controlled Substances Management**
 - Biometric authentication or other enhanced security features (e.g., fingerprint or facial recognition) for access to controlled substances.
- **Enhanced Audit Trails**
 - Tamper-proof logs for all system interactions, improving compliance tracking.
 - Outline the method for auditing access to PHI.
- **Secure Cloud Options**
 - Cloud-based data storage with encryption and redundancy for disaster recovery.

11. Inventory and Supply Chain Optimization

- **Automated Reordering Features**
 - Integration with wholesalers or suppliers for real-time ordering and just-in-time inventory management.
- **Expiration Management**
 - Automated detection and prioritization of medications nearing expiration to reduce waste.
- **Integration with Robotics for Restocking**
 - Robotics for restocking shelves and automating inventory replenishment.

12. Support for Specialty Medications

- **Special Handling Options**

- Ability to handle specialty drugs (e.g., refrigerated medications, hazardous drugs under USP 800).
- **Compounding Capabilities**
 - Support for automation of non-sterile compounding (if applicable).
- **Controlled Substances Handling**
 - Automated handling, counting, and reporting for Schedule II-V medications.

13. Enhanced Reliability and Maintenance Features

- **Remote Monitoring and Diagnostics**
 - Vendor-provided tools for remote system health checks and predictive maintenance alerts.
- **Rapid Recovery Systems**
 - Fail-safe systems for minimizing downtime (e.g., backup robotic lines or manual override workflows).
- **Extended Warranty and Service Plans**
 - Desirable options for extended coverage, parts replacement, and software updates.

14. Environmental and Energy Efficiency

- **Energy-Efficient Systems**
 - Low energy consumption and compliance with energy efficiency standards.
- **Environmentally Friendly Materials**
 - Use of recyclable or reusable components for dispensing and packaging.

15. Vendor Partnership and Support

- **Consultative Partnership**
 - Availability of workflow optimization consulting services to improve central fill processes.
- **Performance Monitoring Services**
 - Vendor-provided quarterly performance reviews to measure ROI and system success.
- **Innovation Roadmap**
 - Vendor's ability to provide upgrades and innovations for keeping the platform cutting edge.

Volume II

The **financial elements** in the RFP should provide a clear and comprehensive view of the total cost, payment structure, and financial impact. Respondents should include each element in their Volume II response.

1. Total Cost of Ownership (TCO)

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The TCO accounts for all costs incurred over the system's lifecycle:

- **Initial Capital Costs**
 - Hardware costs (e.g., automation equipment, robotics, conveyors, labeling machines).
 - Software costs (e.g., pharmacy management system integration, analytics tools).
 - Installation costs (e.g., labor, engineering, and facility modifications).
- **Recurring Costs**
 - Software licensing or subscription fees (annual or per-script).
 - Ongoing maintenance and support fees.
 - Consumables (e.g., labels, vials, blister packs, and packaging materials).
 - Energy costs (electricity to power the equipment).
- **Labor Costs**
 - Staff training and onboarding costs.
 - Minimum staff, detailing specific positions, needed to support the automation and complete the preparation and dispensing functions
 - Potential reduction or increase in labor needs (e.g., pharmacists, technicians).
- **Upgrade and Scalability Costs**
 - Cost of adding new modules or capacity enhancements as volume grows.
 - Costs for software upgrades or future innovations.
- **End-of-Life Costs**
 - Decommissioning or replacement costs at the end of the system's lifespan.

2. Pricing Structure

Clearly define the pricing models offered:

- **Outright Purchase**
 - Lump-sum cost for hardware, software, and implementation.
- **Leasing Options**
 - Monthly/quarterly payments with interest, often over 3-7 years.
 - Lease-to-own options for flexibility.
- **Subscription or SaaS (Software as a Service)**
 - Pay-as-you-go pricing for software usage (e.g., per prescription or per month).
- **Cost-per-Script Pricing**
 - Payment tied directly to prescription volume (e.g., a fee per prescription filled).
 - Useful for organizations needing lower upfront capital investments.

3. Return on Investment (ROI)

Vendors should demonstrate clear financial value through:

- **Labor Cost Savings**

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- Reduced need for manual intervention, verification, or quality control.
- Potential redeployment or reduction of staff hours.
- **Error Reduction Savings**
 - Financial impact of minimizing medication errors and rework.
 - Improved patient safety reduces liability risks and potential regulatory fines.
- **Inventory Management Efficiencies**
 - Reduced medication waste through better stock rotation and expiration management.
 - Improved ordering accuracy leading to lower inventory holding costs.
- **Increased Throughput**
 - Higher prescription fill rates and scalability to handle increased demand.
 - Improved turnaround times translate to increased customer satisfaction and revenue opportunities.
- **Facility Space Utilization**
 - Optimized use of the space outlined in the scope to reduce the need for additional real estate expenses.

4. Maintenance and Support Costs

Include all costs for ongoing technical support and equipment maintenance:

- **Warranty Coverage**
 - Duration of the initial warranty (1-3 years).
 - Inclusion of parts, labor, and software updates.
- **Post-Warranty Support**
 - Costs for annual maintenance agreements or extended warranties.
 - Service Level Agreements (SLAs) specifying response times and repair commitments.
- **Preventive Maintenance Costs**
 - Scheduled maintenance visits to ensure uptime and reliability.
- **Emergency Repair Costs**
 - Cost for unscheduled downtime repairs outside the scope of support agreements.

5. Consumable and Operating Costs

Outline expenses associated with consumables and daily operations:

- Labels, ribbons, vials, caps, blister packaging, and other packaging supplies.
- Cost efficiency of consumable materials (e.g., per-unit cost comparisons).
- Utility costs (energy and HVAC impact of running equipment).

6. Financing Options

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Request details on financing flexibility to accommodate your budget:

- Vendor-provided financing terms (e.g., 0% interest for first 12 months).
- Partnership with third-party financing companies.
- Flexible payment schedules (quarterly, annually, or tied to volume).

7. Cost for Downtime and Redundancy

Ensure financial safeguards for system failures:

- Financial penalties or credits for failure to meet uptime guarantees.
- Costs for backup systems to minimize workflow disruption.

8. Incentives and Discounts

Request details on available financial incentives:

- Bulk purchase discounts (e.g., bundling hardware and software).
- Discounts for multi-year agreements or early payment.
- Trade-in credits for existing equipment.

9. Financial Risk Management

Include requirements for risk mitigation strategies:

- **Guaranteed ROI Benchmarks:** Vendors provide measurable ROI goals (e.g., cost savings, reduced errors).
- **Performance-Based Penalties:** Financial penalties for underperformance in accuracy, speed, or uptime.
- **Fixed Pricing Guarantees:** Lock-in pricing for consumables, services, or future expansions.

10. Cost Transparency and Auditability

Vendors must provide:

- Detailed itemized pricing breakdowns (no hidden fees).
- Clear contracts that specify costs for optional modules or features.
- Auditable pricing for all consumables, services, and licensing.

11. Comparative Metrics

Require vendors to benchmark financial performance against industry standards:

- Average cost per script with automation vs. manual filling.

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- Expected reduction in labor costs per prescription.
- Inventory savings percentages based on automation improvements.

AUTHORIZED RESPONDENT REPRESENTATION

Authorized Signature		Date	
Printed Name		Title	
Company Name			
Mailing Address			
City, State, Zip			
Phone No.		Federal Employer ID No.	
Fax No.		E-Mail Address	
Number of calendar days delivery after receipt of order: _____		Payment Terms: _____ Note: Net 30 is default. Early pay discounts encouraged.	
Select Payment Method: SUA ACH Check			
Circle one: Individual Partnership Corporation			
If a corporation, incorporated under the laws of the State of _____			
Licensed to do business in the State of Missouri? ___yes ___no			
Maintain a regular place of business in the State of Missouri? ___yes ___no			

This signature sheet must be returned with your proposal.

**ATTACHMENT A
SUPPLIER DIVERSITY PARTICIPATION FORM**

The University of Missouri System is committed to and supports supplier diversity as an essential part of the University’s mission and core values. The University’s Supplier Diversity efforts reflect this mission.

Tier 2 Supplier Diversity Information - The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 Spend is spend reported by primary (non-diverse) suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) suppliers will be asked to submit Tier 2 information with Women and Diverse Owned companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms of the contract: Direct and Indirect. Awarded suppliers may be asked to utilize CVM Solutions for reporting Tier 2 spend.

- Direct dollars - those dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.

- Indirect dollars - based on a percentage of revenue the University represents to the supplier. An example is as follows:
 - Supplier's Total Revenues: \$10,000,000
 - Revenues from University \$: \$ 4,000,000
 - University % of Total Revenues: 40% (#2 divided by #1)
 - Total MBE Dollars \$: \$ 150,000
 - Total WBE Dollars \$: \$ 150,000
 - Total University Attributable MBE \$: \$ 60,000 (#3 multiplied by #4)
 - Total University Attributable WBE \$: \$ 60,000 (#3 multiplied by #5)
 - Total University Attributable MWBE \$: \$ 120,000 (Sum of #6 and #7)
 - University % Attributable Revenue: 3% (#8 divided by #2)

1. Does your company have a Supplier Diversity Program? If so, describe efforts your company has made to increase business with Women and Diverse Owned businesses (i.e. does your company have a policy statement, participate in outreach activities, promote diverse firm subcontracting, publicize contract opportunities, provide certification assistance, etc.?) Please provide examples (use additional pages if needed): _____

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2. If you are a non-diverse owned company, what percentage of your company's total contracting and procurement spend for the prior year was with Women and Diverse Owned businesses? Are you able to provide this information specific to University of Missouri business?
-
-

3. If you are a non-diverse owned company, complete the following table indicating the percentage your company will subcontract with certified Women and Diverse Owned businesses should your company be the successful bidder. Note: If your company does not plan to use Women and Diverse Owned businesses to fulfill your contract obligations, please explain why not.

Supplier Name	% of Contract	Specify Direct or Indirect

If there are questions regarding supplier diversity at the University, contact Teresa Vest, vestt@umsystem.edu.

-----THIS FORM MUST BE SUBMITTED WITH THE RESPONSE-----

ATTACHMENT B
SUPPLIER REGISTRATION INFORMATION

Completion of this section is strongly encouraged. Please review and check ALL applicable boxes.

SMALL BUSINESS CONCERN: Yes No

The term "small business concern" shall mean a business as defined pursuant to Section 3 of the Small Business Act and relevant regulations issued pursuant thereto. Generally, this means a small business concern organized for profit, which is independently owned and operated, is not dominant in the field of operations in which it is bidding. We would consider any firm with 500 employees or less a "small business concern".

WOMAN OWNED BUSINESS (WBE): Yes No

A woman owned business is defined as an organization that is 51% owned, controlled and/or managed, by a woman. The determination of WBE status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 106-554 for more detail.

MINORITY BUSINESS ENTERPRISE (MBE): Yes No

A minority business is defined as an organization that is 51% owned, controlled and/or managed by minority group members. The determination of minority status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 95-507 for more detail. Place an X by the appropriate space below.

1. Asian-Indian - A U.S. citizen whose origins are from India, Pakistan and Bangladesh (A)
2. Asian-Pacific - A U.S. citizen whose origins are from Japan, China, Indonesia, Malaysia, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Thailand, Samoa, Guam, the U.S. Trust Territories of the Pacific or the Northern Marianas. (P)
3. Black - A U.S. citizen having origins in any of the Black racial groups of Africa. (B)
4. Hispanic - A U.S. citizen of true-born Hispanic heritage, from any of the Spanish-speaking areas Mexico, Central America, South America and the Caribbean Basin only. (H)
5. Native American - A person who is an American Indian, Eskimo, Aleut or Native Hawaiian, and regarded as such by the community of which the person claims to be a part. (N)

A Veteran or Service Disabled Veteran business is defined as an organization that is 51% owned, controlled and/or managed by Veterans. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 109-461 for more detail.

VETERAN BUSINESS ENTERPRISE Yes No

Attachment C

UM System Secureauth IdP Integration Questionnaire

Requestor Contact Information (the University/department contact)

Requestor Name:

Requestor Email Address:

Requestor Phone Number:

Requesting Department Name:

Requesting Business Unit:

External/Third Party Contact Information

Sales Contact Name:

Technical Contact Name:

Company:

Email address:

Service Provider (SP) Information

1. Name of application/service:
2. Application URL:
3. Description of application/service:
4. Service Provider Solution (i.e. Shibboleth, OpenSAML 2 or other product):
5. Is your entire site protected using SSL? If no, will you use SSL to protect the authentication session? If no, explain why:
6. Will you be expecting attributes to be passed for authorization purposes? If so, list and describe attributes:
7. How will attributes be used in the application/service?
8. Will attributes be used for any other purpose? (i.e. given to third parties, used for reports, etc.)
9. Will attributes be stored? If yes, how will attributes be stored and for how long?
10. Do you support SP initiated SSO?
11. Can you consume a metadata file?
12. Does your SP support XML signature/encryption?
13. Does your SP support signed/encrypted assertions?
14. Will your SP metadata be emailed directly to us?
15. Does your SP metadata file contain, at a minimum, the following components?
 - a. <md:EntityDescriptor>
 - b. <md:SPSSODescriptor> (must include the proper protocolSupportEnumeration)
 - c. <md:KeyDescriptor>
 - d. <md:SingleLogoutService> (if any)
 - e. <md:NameIDFormat> (if any)

Please send completed questionnaire to umdoitsasupport@umsystem.edu.

Attachment D

University of Missouri Information Security Requirements

Vendors must demonstrate compliance with the security criteria listed below by responding in writing to every statement and question in the identified categories. Validation of the answers provided by the vendor may be conducted during the review/audit process. Any erroneous information could limit the vendor's ability to finalize implementation of a new solution or place a hold on continued use of a current solution. Vendors are expected to maintain an awareness of the laws and regulations applicable to the use of the solution in a University environment.

Data Classification

The University assigns data classification levels for all University owned or hosted IT-based systems. This system will have a DCL level of 2. Security requirements for all DCS levels can be found at: <https://www.umsystem.edu/ums/is/infosec/classification>. The University of Missouri reserves the right to periodically audit any or all hardware and/or software infrastructure provided by the vendor to ensure compliance with industry standards and best practices as well as the requirements of the University's DCS. When applicable, the University of Missouri requires compliance with the Health Insurance Portability and Accountability Act (HIPAA), FERPA, GLBA, PCI specifications, and all other applicable state, local and federal laws and regulations.

The University considers security to be an ongoing responsibility and as a result, these information security criteria are subject to additions and changes without warning. When appropriate, the vendor will be expected to work in good faith with the University to maintain compliance with new laws and regulations and/or to improve the security of the solution.

Compensating Controls and Descriptions

All statements and questions below are mandatory unless they are not applicable. The vendor must clearly explain why a given question is not applicable. For all other questions, if a requirement cannot be met, the vendor still has an opportunity to meet the requirement by the use of compensating controls. Compensating controls must be described in full in the appropriate column, including a full explanation of the compensating control detailing how the control meets the intent of the original question. In some instances, the University has requested that the vendor provide a description to accompany their response to a particular statement or question below. Descriptions are requested when a "Meets or Exceeds" answer alone could be deceptive without further detail.

When more room is needed to fully explain the compensating control or provide further detail, attachments can be included so long as such attachments are labeled and cross-referenced in the "Comments or Explanations of compensating controls" column. The University has the sole right to determine if a proposed compensating control is acceptable and if the details provided describe a solution that truly meets or exceeds the University's needs.

Vendor/Product Information (MUST BE COMPLETED)

Vendor Name and Contact Information _____

Product Name and Brief Description _____

Does this solution store and/or transmit any of the following types of restricted and/or highly restricted data? Check all that apply.

- Protected Health Information (PHI) Payment Card Industry (PCI) Gramm-Leach-Bliley Act (GLBA) Social Security Numbers (SSN) Federal Educational Rights & Privacy Act (FERPA)
 Biometric Data (fingerprints, handprints, etc.) Personally Identifiable Information (PII) Intellectual Property Confidential Research

Vendor represents and warrants that their responses to the above questions are accurate and that the system configuration will continue to conform to these answers unless mutually agreed upon by the University and the Vendor. Vendor further agrees to work with the University in good faith to maintain compliance with new laws and regulations and/or to improve the security of the system.

Agreed this _____ day of _____, 20^{__}

Company Name Signer's Name and Title _____

Signature

University of Missouri Information Security Requirements

Requirements	Response or approved compensating control required if product falls within the specified DCS Level: https://www.umssystem.edu/ums/is/infosec/classification/	Meets	Does Not Meet	Comments/Compensating Control
<p>1. The vendor must acknowledge and agree to allow the University, at its discretion, to inspect/assess all or portions of the proposed solution prior to placing the system into production. The University does not need the vendors "code" to perform such assessments, however, the University will use web application (IBM AppScan, HP WebInspect) and network vulnerability tools (Nessus) in coordination with the vendor's technical team when appropriate. The results of the assessment(s) will be provided to the University customer (i.e., the department) and to the vendor.</p>	<p>All</p>			
<p>1.a The vendor must agree to remediate high risk security vulnerabilities that are identified by such assessments within a reasonable time frame and at no cost to the University. Medium and low risk vulnerabilities should also be remediated but will be scheduled for remediation based on a mutually agreeable timeframe. (This applies to generally accepted security vulnerabilities within the industry, NOT changes or modifications that would be considered customer-requested improvements or functionality enhancements.)</p>	<p>All</p>			
<p>2. Upon request, details of any third party reviews related to industry or regulatory compliance must be made available for University review. Vendor MUST include third party web application and server vulnerability and/or penetration tests if available. Redacted reports are acceptable. Please check all that are available: <input type="checkbox"/> SOC2 Report <input type="checkbox"/> HiTrust Certification <input type="checkbox"/> Other <input type="checkbox"/> None available</p>	<p>DCL3 and DCL4</p>			
<p>3. Vendor must comply with applicable industry standards and best practices for system administration and application development (i.e. OWASP). Indicate which industry standards are utilized by the vendor.</p>	<p>All</p>			
<p>4. If applicable, Payment Card Industry - Data Security Standard (PCI-DSS) or Payment Data Security Standard (PA DSS) compliance is required. The vendor can comply with this item if it has attained PCI certification for the overall set of products/services being proposed or by having one or more system implementations that are currently PCI certified. Provide evidence of such certification attached to the response. If available, the vendor must provide a guide for PCI-compliant implementation of their product.</p>	<p>DCL4</p>			

University of Missouri Information Security Requirements

Requirements	Response or approved compensating control required if product falls within the specified DCS Level: https://www.umsystem.edu/ums/is/infosec/classification/	Meets	Does Not Meet	Comments/Compensating Control
Authentication, Authorization and Password Security				
<p>1. The University requires that the vendor allow authentication to their system through existing University authentication methods. For on-campus systems, Shibboleth/SAML2.0 (preferred) or Microsoft Active Directory (AD) is required. For vendor-hosted systems, Shibboleth/SAML 2.0 (SP initiated) is required. Vendor must provide their Shibboleth/SAML 2.0 integration documentation. Please check all that are supported: <input type="checkbox"/> Windows AD <input type="checkbox"/> LDAP <input type="checkbox"/> Shibboleth/SAML 2.0 <input type="checkbox"/> Other</p>	<p>DCL2, DCL3 and DCL4</p>			
<p>2. For vendor-hosted systems that are unable to implement or are not required to use Shibboleth/SAML 2.0 (SP initiated) at the University's discretion, the vendor must meet the following University Password Standards:</p> <ul style="list-style-type: none"> • Password requirements must be enforced and meet the University Password Standard https://www.umsystem.edu/ums/is/infosec/standards-password. • Passwords must be stored in a manner such that they are not decryptable. (This usually means a one-way hash and salt). • Password recovery mechanisms must be in place for users who forget their password. • The authentication session must be encrypted. (HTTPS for web applications). • Support for SSL v2/v3 and TLS 1.0 must be disabled. Only TLS 1.2 should be supported, 1.1 if necessary. 	<p>DCL2, DCL3 and DCL4</p>			
Application Security				
<p>1. The database must be segregated from front-end systems (i.e web and application servers.) Please describe how this is accomplished.</p>	<p>DCL3 and DCL4</p>			
Cryptography/Encryption				
<p>1. Except for the viewing of static Web pages, the vendor must ensure that all other transmissions to and from the system, including file transfers, data in process, authentication mechanisms, end-user and administrator access, etc. are handled via encrypted protocols.</p>	<p>All</p>			
<p>2. Any data stored at rest on a hard drive, on a file server and/or in a database MUST be encrypted or granted an exception by the appropriate Information Security Officer at https://www.umsystem.edu/ums/is/infosec/admin/</p>	<p>DCL4</p>			

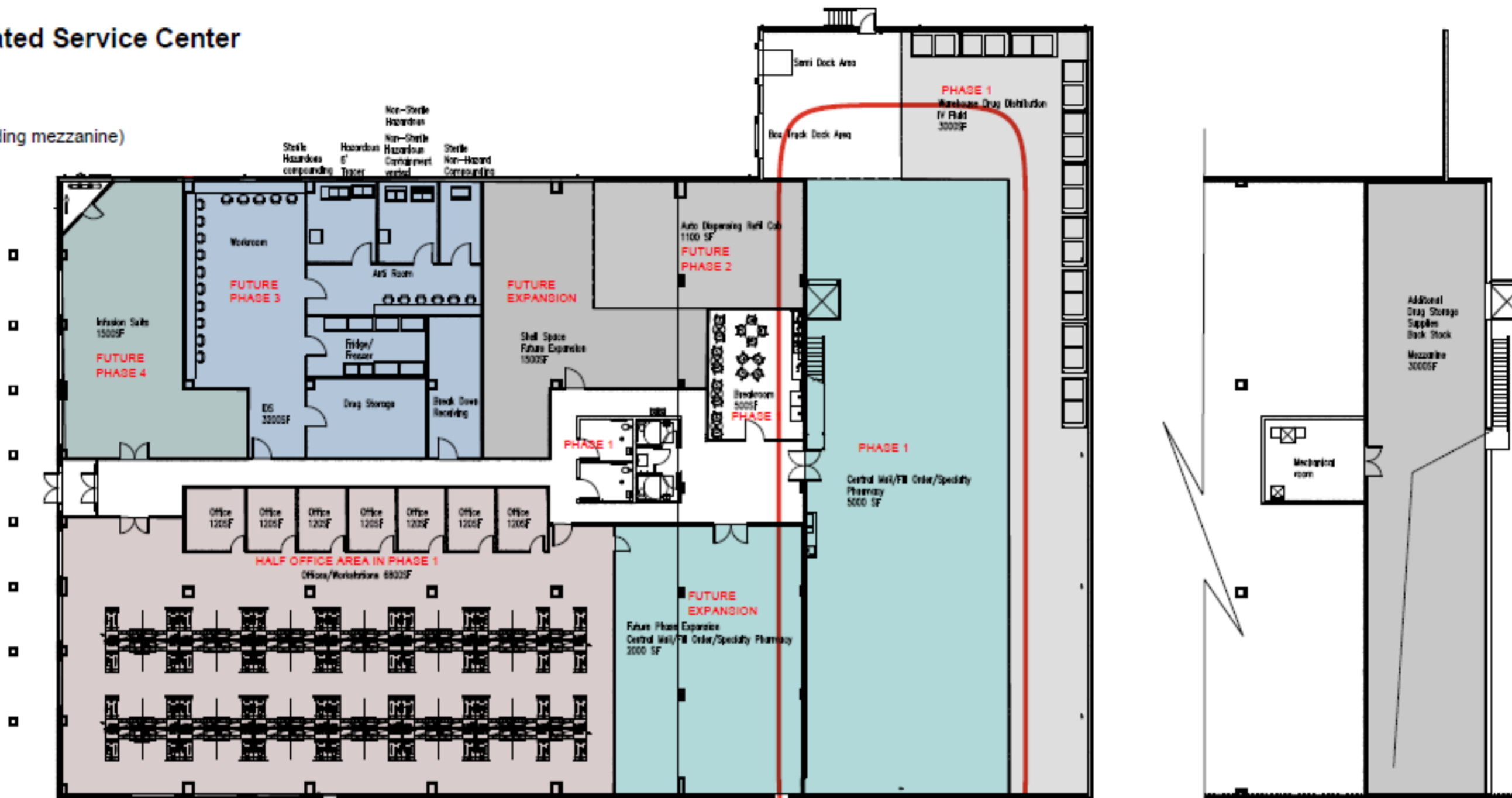
University of Missouri Information Security Requirements

Requirements	Response or approved compensating control required if product falls within the specified DCS Level: https://www.umsystem.edu/ums/is/infosec/classification/	Meets	Does Not Meet	Comments/Compensating Control
Answer These Additional Questions If The Proposed Solution Will Be Vendor Hosted				
1. The vendor must immediately disable all or part of the system functionality should a security issue be identified.	All			
2. The University requires notification of actual or suspected security incidents/breaches within 24 hours of the vendor's first knowledge of such an event.	All			
3. The proposed solution must be behind a firewall to protect and limit access to the system.	DCL3 and DCL4			
4. The vendor must ensure that University of Missouri owned or provided data is segregated and protected from other customers. Please describe how this is accomplished.	All			
5. The vendor must always change vendor-supplied defaults before installing a system on the network.	All			
6. The vendor must remove or disable unnecessary default accounts before installing a system on the network.	All			
7. The vendor must prohibit group, shared, or generic accounts, passwords, or other authentication methods as follows: <ul style="list-style-type: none"> • Generic user IDs and accounts are disabled or removed; • Shared user IDs for system administration activities and other critical functions do not exist; and • Shared and generic user IDs are not used to administer any system component. 	All			
8. The vendor must configure user password parameters to require passwords meet the following: <ul style="list-style-type: none"> • Minimum password length of 8 characters • Contain both alphabetic and numeric characters 	All			
9. The application/system/environment must be monitored consistently (24x7) for integrity and availability. Data center is hosted by: <input type="checkbox"/> Vendor <input type="checkbox"/> Third party (please specify)	All			
10. The system must provide user access logs: <ul style="list-style-type: none"> • Will you provide on-line access to query the logs?; • If not, can you SFTP the log to our Splunk instance?; • If not, can you provide a report on a schedule or on demand?; • What security events are logged?; • How long are access and security logs retained?; • Describe backup recovery and resiliency of information system; and • Do logs contain ePHI? If yes, which identifiers are collected? 	DCL3 and DCL4			

Pharmacy Consolidated Service Center

31,984SF

(12,600 SF in warehouse including mezzanine)



Estimated Range:
 Estimate for construction work to renovate for:
 Phase 1 construction:
 *Prescription fulfillment automation/Central Mail Fill Order
 *Warehouse Drug Distributions/IV Fluid
 *Office area
 *Specialty Pharmacy
TOTAL 14,000SF In-House Construction Phase 1 \$475K
 (Based on current project costs and national average costs)
 (Does not include MME or FFE)
 (Phase 1 furniture costs approximately \$100K)

FUTURE PHASES: (17,984SF)
 *Cabinet Refill
 *Additional workstations/office for 75
 *Warehouse Drug Stockpiling
 *Sterile Compounding
 *HZ Sterile Compounding
 *Home Infusion
 *Non-facility Based Infusion Center
 *Offices for Pharmacy Administration (free up space in hospital)