

STATE OF NEW MEXICO
Department of Health
Division-Pharmacy



REQUEST FOR INFORMATION
RFI# 2024-001

**Pharmaceutical and Medical Supply
Distribution Software**

Release Date: November 06, 2024

Due Date: November 25, 2024

TABLE OF CONTENTS

I.	INTRODUCTION	3
A.	Purpose of this Request for Information (RFI)	3
B.	Background	3
C.	Scope of Work and Objectives	4
1.	Scope	4
2.	Objectives	4
D.	RFI Point of Contact	5
II.	CONDITIONS GOVERNING THE RFI	5
A.	Sequence of Events	5
B.	Explanation of Events	6
1.	Release of RFI	6
2.	Response Deadline	6
C.	General Requirements	7
1.	No Obligation	7
2.	Governing Law	7
3.	Clarifications	7
4.	Response Preparation Cost	7
5.	Use of Information	7
6.	Eligibility to Participate in Subsequent Procurement	7
7.	Ownership of Materials	8
8.	Acceptance	8
III.	RESPONSE FORMAT AND ORGANIZATION	8
A.	Number of Responses	8
B.	Number of Copies	8
C.	Response Format	8
IV.	REQUIREMENTS	9
A.	General Responses Requested	9

I. INTRODUCTION

In 2024, the Department determined that it was necessary to hire a consultant to assist the Division hereafter known as the “Procuring Agency”, in conducting an assessment study for Pharmaceutical and Medical Supply Distribution Software services that the Procuring Agency provides State agencies. The purpose of this assessment study is to gain a better understanding of the identified risks and needs for securing services in an effort to create a Master Plan that will map out a strategy utilizing proven technology, industry standards and business processes. The ultimate goal of this effort to provide the Procuring Agency with guidance, or a roadmap, to develop a relevant and comprehensive Request for Proposals (RFP) that meets its needs.

It is the intent of the Procuring Agency to identify specific technologies and services currently offered/emerging in the industry, which may be utilized by the Procuring Agency with a cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors for pharmaceuticals.

A. Purpose of this Request for Information (RFI)

The purpose of this RFI is to solicit and gather information to help the Procuring Agency determine how best to procure a cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors and approach developing a comprehensive Master Plan for the design, product selection, implementation, continued maintenance support and equipment lifecycle and refresh plans for allow for distribution of pharmaceuticals, medical supplies, and medical devices in a manner that is compliant with all applicable state and federal regulations., as well as security and Procuring Agency personnel requirements to support plan implementation and execution. The Procuring Agency is seeking information for comprehensive cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors. This RFI is to obtain information on current strategies and solutions to reach the Procuring Agency’s goals as they relate to a cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors.

The Procuring Agency recognizes that diverse insights are critical for an effective solicitation of services. Respondents are encouraged to participate in this RFI process whether or not they intend to respond to the subsequent RFP. An Industry Meeting may be held subsequent to the review and analysis of all Respondent responses to this RFI.

The RFI Point of Contact (identified in Section I.D. below) may follow up with any written responses to clarify or solicit additional information. Please feel free to share this RFI with anyone you believe may be interested in participating.

B. Background

The Procuring Agency is evaluating its current [services] and areas of concern. Through the RFP resulting from this RFI, the Procuring Agency will be seeking competitive proposals for (1) a comprehensive [requirement], (2) a detailed [requirement], and (3) upgrading, implementing,

restoring/replacing all a cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors identified in the distribution of pharmaceuticals, medical supplies, and medical devices in a manner that is compliant with all applicable state and federal regulations to maximum operability and efficiency. The primary goal of the resulting RFP will be to award a contract for cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors services, to assist the Procuring Agency with the Master Plan, which will result in a potential subsequent RFP procurement of hardware and related services.

C. Scope of Work and Objectives

1. Scope

The scope of this RFI is to consider how to develop requirements for the aforementioned RFP and gain a deeper understanding of best practices, services, technology, and standards that should be considered.

The Procuring Agency needs developing of a Master Plan for cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors. The Procuring Agency seeks to solicit information from industry experts that will enable the Procuring Agency to release an RFP, from which a contract will be awarded to a successful Offeror. The resulting contract will enable the awarded Contractor to perform an in-depth, comprehensive assessment that will include distribution of pharmaceuticals, medical supplies, and medical devices in a manner that is compliant with all applicable state and federal regulations. This assessment will produce a Master Plan that will enable the Procuring Agency to move forward with plans to remediate insufficient cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors.

2. Objectives

A cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors. The four important components: 1) distribution of pharmaceuticals, medical supplies, and medical devices in a manner that is compliant with all applicable state and federal regulations, 2) user-friendly interface 3) robust reporting capabilities and 4) integration with existing contractors. The responses and information collected during this RFI will help the Procuring Agency in the following areas in creating the RFP:

- Determine service organization and personnel experience and certifications;
- Determine the components that should be considered for the development of a comprehensive Master Plan for the cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors;
- Determine best practices/typical processes for functional/business and technical requirements;

- Determine minimum requirements and deliverables for conducting a detailed assessment and developing a Master Plan;
- Determine the levels of training that may be required to manage and maintain a robust operation;
- Determine the typical requirements for policies and procedures that should be considered; and
- Determine cost structure and pricing options for the goods and/or services.

D. RFI Point of Contact

The Procuring Agency has designated the following Points of Contact who are responsible for the conduct of this RFI whose names, addresses, and telephone numbers are listed below:

Point of Contact	Adriana Padilla
Office address:	ASD Procurement-Contracts 1190 S. St. Francis Dr., Suite 3050 Santa Fe, NM 87505
Email Address:	Adriana.Padilla@doh.nm.gov

E. Terminology

“Industry Meeting”: A gathering of diverse industry sector representatives for the purpose of ascertaining what the industry solutions are available for a certain problem or need; through vendor presentations, proposals, and a discourse of questions by the agency where the specific goods and services are not pre-determined.

“Request for Information” (RFI): Document used for soliciting information or recommendations to the marketplace through a structured, defined, non-binding inquiry process generally leading to an industry meeting to determine available solutions where the specific goods and services are not known or pre-determined.

“Request for Proposals” (RFP) means all documents, including those attached or incorporated by reference, used for soliciting proposals.

II. CONDITIONS GOVERNING THE RFI

A. Sequence of Events

The primary RFI Point of Contact will make every effort to adhere to the schedule, below. However, dates and times may be modified, depending upon the questions and responses received.

Action	Responsible Party	Due Dates
1. Issue RFI	DOH	November 06, 2024
2. Industry Meeting	DOH/Respondents	November 14, 2024
3. Response	Respondents	November 25, 2024

B. Explanation of Events

1. Release of RFI

This RFI is being issued on the date indicated in the Sequence of Events, above, by the Division.

2. Response Deadline

Responses are due via email by **5:00 PM MST** on the date indicated in the Sequence of Events, above.

3. Industry Meeting

If the Procuring Agency deems a virtual/in-person Industry Meeting appropriate, it will be held at 11:00 AM MST on the date indicated in the Sequence of Events, above.

11:00 AM to 12:00 PM Mountain Standard Time on Thursday, November 14, 2024

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZGYzNTIyOTAtM2M0Yi00YmU3LWEwMzMtMTJkMWRmOTQ5YjNk%40thread.v2/0?context=%7b%22Tid%22%3a%2204aa6bf4-d436-426f-bfa4-04b7a70e60ff%22%2c%22Oid%22%3a%223e00fd7f-147b-478d-9f47-bdfbb0328a95%22%7d

Meeting ID: 270 565 952 35

Passcode: Meeting ID: 270 565 952 35

Passcode: VQeZCX

Dial-in by phone +1 505-312-4308,486025460# United States, Albuquerque

Phone conference ID: 486 025 460#

C. General Requirements

Submission of a response to this RFI constitutes acceptance of, and consent to, the following General Requirements:

1. No Obligation

This RFI in no manner obligates the Procuring Agency to issue a resulting RFP, or to the eventual rental, license, lease or purchase of any services or equipment that may be described, implied, or proposed in the Respondents response to this RFI.

2. Governing Law

This RFI and any subsequent RFP that may be issued by the Procuring Agency shall be governed by the laws of the State of New Mexico.

3. Clarifications

All requests for clarifications must be directed to the RFI Point of Contact identified in Section I.D.

4. Response Preparation Cost

Any cost incurred by the respondent in the preparation, transmittal or presentation of any response or material submitted in response to this RFI will be borne solely by the respondent.

5. Use of Information

The Procuring Agency reserves all rights available to it by law. If an RFP or other type of solicitation results from this RFI, respondents to this RFI are hereby notified that all information, documentation, and any specific content or approaches included in RFI responses will be analyzed, may appear in various reports and may be used in the resulting solicitation. Therefore, do not submit any proprietary or confidential information. The Procuring Agency cannot guarantee the confidentiality of the information submitted.

6. Eligibility to Participate in Subsequent Procurement

If the Procuring Agency decides to issue an RFP or other form of solicitation, those parties who choose to respond to this RFI, as well as those parties who choose not to respond to this RFI, will be eligible to participate in that procurement.

7. Ownership of Materials

Ownership of all data, material, and documentation originated and submitted to the Procuring Agency, pursuant to the RFI, shall belong exclusively to the Procuring Agency and be subject to public inspection in accordance with the New Mexico Open Records Act. No documents will be returned once submitted to the Procuring Agency.

8. Acceptance

The State of New Mexico reserves the right to reject responses that arrive late, or do not meet all of the specified requirements.

III. RESPONSE FORMAT AND ORGANIZATION

A. Number of Responses

Respondents may submit multiple responses to this RFI. Respondents should submit electronic responses.

ALL RESPONSES ARE DUE BY THE 5:00 PM MST ON THE DATE INDICATED IN SECTION II.A, SEQUENCE OF EVENT

Electronic responses may be e-mailed as an attachment to the RFI Point of Contact identified in Section I.D.

Where possible, it is the Procuring Agency's preference to receive Respondents' responses in a PDF form.

When submitting your response, clearly identify your response in the subject line:

Subject: RFI# 2024-004 Pharmaceutical and Medical Supply Distribution Software

B. Number of Copies

Respondents need only provide one (1) electronic copy to the specified in Section D. RFI Point of Contact email: Adriana.Padilla@doh.nm.gov .

C. Response Format

The Respondent's response to this RFI should be organized in the following format:

1. Response to RFI Requirements according to the questions in Section IV.A.1.
 - a. Restate the question, then provide the response to that question.
 - b. Ensure responses reference any attached Supporting Materials/Documentation, as applicable/appropriate.
2. Other Supporting Materials/Documentation
 - a. Respondents may attach other materials that they believe may improve the quality of their responses.
 - b. Any Supporting Materials/Documentation that do not seamlessly integrate into the Respondents response to the questions should be attached at the end of the response.

IV. REQUIREMENTS

A. General Responses Requested

Respondents are requested to respond to any and/or all of the following questions in narrative form. Additional supporting information may be provided as attachments and may be referenced from the narrative response as appropriate. Respondents are invited to provide additional information as they deem appropriate. We recognize that Respondents may have different areas of expertise and interests, so it is not necessary to respond to each item. Please identify by letter, each requested response you are addressing, and restate the question preceding your response.

Services Question Focus Areas

1. What kind/type of information should the Procuring Agency provide in the RFP to receive the most accurate proposals? How much detail is needed on the specific systems?
2. What certifications or credentials should the state look for in the individuals who conduct cloud based pharmaceutical Enterprise Resource Planning (ERP) solution tailored to wholesale distributors? What certifications/credentials for creating a Master Plan?
3. To keep up with current industry standards, what should a highly qualified consultant know about the security industry in terms of overall technology, security systems, network infrastructure, guard services, security threats, best practices, etc.?
4. What business and technical objectives, including compliance requirements, should the assessment encompass?
5. What minimum products/technology should be used in developing a Master Plan and assessment (e.g.: AutoCAD, Visio, scanners, any mapping devices, etc.)?
6. In identifying vulnerabilities, weaknesses and gaps in a customer's current [services] what standards should be applied and what minimum factors should be assessed?

7. What type of reports and other deliverables should the Procuring Agency expect to receive as result of the assessment? And as a result of a 3–5-year Master Plan?
8. From a consultant perspective, what level and types of functional and technical resources should be available to support the assessment and Master Plan? Which resources should be required; which should be optional? To facilitate and support a successful project, what should the minimum commitment levels on the Procuring Agency side be (both staff and other resources)?
9. What tasks should typically be included in an assessment?
10. What are specific deliverables for a typical “Plan of Action & Milestones” to implement a Master Plan?
11. What would be a typical list of security policies/procedures that a governmental agency operating a public building should consider developing/implementing?
12. What would be a typical / standard list of specialized training for various personnel?
13. What would be a reasonable pricing model structure when requesting a cost proposal for the RFP? If so, what is the typical breakdown—e.g. per task: Assessment, Master Plan, or more detailed?
14. For general consulting or informal advice on an as needed basis: How is billing typically structured for this type of service and how would this type of support plan be structured (e.g.: hourly rates, monthly rates)? What typical personnel levels/breakouts are involved?
15. Is there anything else, not mentioned in this RFI, that the Procuring Agency should consider incorporating into the RFP?
16. Will the proposed solution be hosted in a government-certified cloud? If not, include the type of cloud, such as commercial, private, or hybrid.
17. Who will have administrator access to the architecture and/or application, if applicable?
18. Describe the controls and processes for administrator access.
19. Describe the different security measures defined for the solution such as user access, roles-based security, data access, and file access.
20. How is Personal Identifiable Information (PII) data protected in the solution?

21. Is intrusion detection in place for the solution? If yes, describe.
22. Are there firewalls, access control language (ACL), or virtual devices in place for the separation of presentation, business, and/or data layers of the proposed solution? Who is responsible for managing them? If none of the above are in place, describe why they are not required.
23. If the solution is SaaS, is there a Web Application Firewall (WAF)? If so, list what is defined in your Security Operations Center (SOC). If there is no WAF, describe why it is not required.
24. Does your solution have any batch processing? If so, explain the security measures defined.
 - a. Who administers the batch process?
 - b. Describe the controls and processes for creating and managing Service Accounts that are used for your batch process to access data and files.
25. Will your solution have a need to connect to the New Mexico state infrastructure for any data exchange? If so, explain.
26. Describe the exchange mechanism for example, direct Structured Query Language (SQL) connection, Application Program Interface (API), Comma Separated Value (CSV) file, etc.
27. What security channel will be used, for example, HTTPS, VPN, IP whitelist, etc.?
28. What measures do you have to monitor and review security logs/alerts?
29. How will identity management be handled? Will usernames and passwords be encrypted? Can MFA/biometrics be enabled and utilized? Can the application utilize the State of New Mexico identity?
30. Describe encryption key management (if any) for your solution.

31. List the environments that your solution will include, for example, development/test/staging. Do these security controls covered in questions 3, 4, 5, 6, 9, 10, 11, 12, 13, and 15 apply to the environment(s)? If not, explain why.
32. Please also provide the following to be included in the submittal:
- a. A System Architecture Document that includes a summary of the software architecture and different tiers/layers, for example database, application, business, and presentation that are not included in the solution.
 - b. A diagram with a written description that illustrates the platforms, networks, peripherals, hardware integration, and separation of database, application, business, and presentation tiers/layers.