

XYZ HHA
Medical Supply Vendor
Request for Proposal

Please provide concise answers to the following questions. Responses will be evaluated based on three categories: **1. Service 2. Products 3. Price**

1. SERVICE

Customer Service

- What is your company's definition of Customer Service? Where does Customer Service fit in your company's mission?
- How do you measure customer service?
- How are customer complaints managed?
- How does your Customer Service Department support your home health care customers?
- Describe your Customer Service training process/program. What is the expertise of your Customer Service Representatives?
- What percent of your client base are similar in size and needs to Rush Home Care Network?
- Please provide a list of three home health care agencies of our approximate size that we may contact for a reference. Indicate when these agencies began using your company for medical supplies.

Ordering

- Describe your ordering process.
- What are your normal business hours for accepting orders? For delivering orders?
- What is your process for handling emergency, on call, urgent and weekend orders?
- Are "on call" staff available for after-hour problems?
- Would Rush Home Care Network have a designated account manager? Describe, briefly, how that account manager would work with us.
- Do you have an "on-line" ordering option? Briefly, describe how on-line ordering is done. May we have temporary access to your on-line ordering to test its usefulness?
- Do you authorize and verify insurance benefits?
- Are you approved to provide supplies to Illinois Medicaid patients?

Filling Orders

- What is your mean turn around time for filling orders:
 - ✓ Placed Monday through Friday between 8:00 AM and 12:00 Noon?
 - ✓ Placed between Monday through Thursday between 12:00 Noon and 5:00 PM?
 - ✓ Placed Friday afternoon, Saturday and Sunday?
- Describe your process for managing back orders.
- Describe your process for substituting items.
- Describe your process for managing discontinued items. For recalled items. How and when is an agency notified of discontinuations or recalls?

Delivery and Shipping

- Describe your delivery process.
- What is your mean delivery time from order placement to point of delivery?
- How many distribution centers do you have and where are they located?
- What options do you offer for supply delivery? If you use a delivery service, what one is your preferred provider?
- What is your process for same-day delivery?
- Describe your return policies and process.
- Are there areas of Chicago where you cannot guarantee delivery?

Quality/Regulatory

- Describe your quality control program.
- What quality indicators do you measure? How do you share results with your clients?
- How do you measure the clinical quality and effectiveness of a product in your inventory?
- Do you measure the quality of your vendors? We are particularly interested in how you monitor the quality of your delivery service.
- Are you subject to any required or voluntary accreditation/certification/licensing process? If so, would you share the results of your last review?

Collaboration/Team Work

- What is your philosophy regarding collaboration/partnering with a home health care agency
- If this has been your philosophy in the past, briefly describe one example of a successful collaboration.

2. PRODUCTS**Formulary**

- Describe your process for formulary development with a home health care agency.
- Do you provide a formulary management program? If so, please describe.
- How do you manage orders for items that deviate from formulary? How is the home health care agency notified of “off-formulary” ordering?
- What is your process for replacing/substituting a formulary item that is out of stock?

Specialized Kits

- What is your willingness to provide special purpose kits (e.g. lab draw kits, central line access and central line change kits, starter wound care kit)?
- What method(s) do you recommend for supplying and managing nurses’ stock/trunk supplies?

Medical Supply Management

- What variables do you routinely capture for management reporting purposes? Does a home health care agency have the option to add variables for reporting purposes?
- What routine reports are provided to a home health care agency on supply utilization? How often, in what format, and how are reports available?
- Briefly, describe any reports you have designed specifically for home health agency PPS analysis.
- To what extent can an agency receive individualized reports?
- Provide examples of what you consider your 2-3 most useful agency reports.

Staff Support

- What is your process for evaluating new products? How is product information communicated to our customers?
- What type of clinical education and product training is available to the home health care agency staff? Who provides the education – staff from your company or through other relationships? Is there a limit on the amount of educational offerings that you provide?
- Do you employ an ENT or wound care specialist? What clinical function does the ENT or wound care specialist(s) provide to a home health care agency? Are there any charges to an agency customer for ENT or wound care specialist services?
- Do you provide ongoing education such as seminars or in-services to home health agency customers?
- Do you have any manufacturer agreements for ongoing education?

3. PRICING

Pricing Practices

- How flexible are your pricing practices? How might you structure volume discounts?
- Since the implementation of PPS have you developed new models for home health care medical supply pricing? If so, please describe.
- Are you willing to provide side-by-side cost comparisons of products by manufacturer, i.e. top 20 products used by an agency?

Products

- Please provide comparative pricing for the following advanced wound care and ostomy products with the designated patient volume for a 60 day episode:

Type of Supply	Size	Pts	Your preferred Supplier	Specific Manufacturer
Transparent Dressing	6 X 8	25		Convatec
Hydrocolloid	4 X 4	25		Convatec
Hydrogel	3 oz Tube	25		Convatec
Foam	4 X 4	25		Ferris
Alginate	3/8 " by 15" Rope	60		Convatec
4 X 4 s	Box of 50	5		Kendall
Roller Gauze	4 inch	120		Kendall
Composite Dressing	6 X 6	25		Smith & Nephew
Skin Protectant	Spray 30 ml	2		3M
Ostomy Pouch	2.25 flange	12		Convatec

- If there are additional charges for shipping, please describe how that is structured and include the cost to the agency.

Billing Practices

- Describe your billing process. Please include a sample invoice.
- Are you willing to provide system information to a home health care financial vendor for HL7 interfacing?

For competitive position purposes, please disclose any ownership or management services with other home health care agencies

Deadline

Rush Home Care Network must receive your RFP response no later than May 4, 2001. You may email your response to us at the email address listed below. Please call to confirm that the email was received and

Decision

Vendors will be notified as to the results of the evaluation process approximately two weeks after the _____ deadline. Participants continuing in the RFP process will be invited to give a presentation to XYZ during the Month of _____. A copy of your standard contract will be requested at that time. A final decision will be made in June.

Contact Person

Address questions to: _____

