



**Frequently Asked Questions
Group 10201 – PHARMACEUTICALS
(Individual Prescriptions),
(Statewide & Regional)
Updated: September 11, 2015**

Authorized users of this contract are strongly encouraged to read the contract terms and conditions in their entirety to gain an understanding of requirements for both the contractors and authorized users. Below is a brief listing of Questions & Answers (Q&A's) to facilitate the use of the Group 10201 – PHARMACEUTICALS, (Individual Prescriptions), (Statewide & Regional) with the following contract holders:

CONTRACT NUMBER	CONTRACTOR NAME	LOT(S) / REGION(S)
PC67016	Harbor Pharmacy, LLC	Lot 2 / Region 2
PC67017	HealthDirect Institutional Pharmacy Services, Inc.	Lot 1 / Region 1; Lot 3 / Region 3; Lot 4 / Region 4; Lot 4 / Region
PC67018	Med World Acquisition, Corp.	Lot 1 / Region 1; Lot 2 / Region 2; Lot 3 / Region 3; Lot 4 / Region 4; Lot 4 / Region

LOT	LOT DESCRIPTION
1	Lot 1 (Region 1) Consisting of the following counties: Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming and Yates
2	Lot 2 (Region 2) Consisting of the following counties: Broome, Cayuga, Chenango, Cortland, Delaware, Fulton, Hamilton, Herkimer, Jefferson, Lewis, Madison, Montgomery, Oneida, Onondaga, Oswego, Otsego, St. Lawrence, Schoharie, Tioga and Tompkins
3	Lot 3 (Region 3) Consisting of the following counties: Albany, Clinton, Columbia, Essex, Franklin, Greene, Rensselaer, Saratoga, Schenectady, Warren and Washington
4	Lot 4 (Region 4) Consisting of the following counties: Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Sullivan, Ulster and Westchester
5	Lot 5 (Region 5) Consisting of all counties (Statewide)

The purpose of this contract is to provide authorized users that do not have in-house pharmacists to dispense drugs with the ability to purchase and have delivered dispensed individual prescriptions and/or limited Over-the-Counter pharmaceutical products at discounted prices.

Question 1: Who is the OGS contact for this award?

Answer: Vivian Basile
OGS, Procurement Services, Corning Tower, 38th Floor
Empire State Plaza, Albany, NY 12242
Phone: 518-474-0912
E-mail: vivian.basile@ogs.ny.gov

Question 2: How does an authorized user submit an order?

Answer: Authorized users may submit orders to the contractors via the telephone or electronically, via the contractor's web-based ordering system, e-mail or facsimile at all times. Up to date contact information for each contractor is available in the Contract Award Notification published on the OGS webpage for this Award.

Ordering shall be done in accordance with all applicable New York State laws and regulations.

The contractors shall provide authorized users with an order confirmation electronically or via facsimile on the date received. Orders submitted prior to 2:00 p.m., shall be deemed received by the contractor on the date submitted and orders submitted after 2:00 p.m., shall be deemed received by the contractor on the next day.

The contractors must contact the authorized user by telephone upon receipt of an order if there is any issue with fulfilling the order.

Question 3: Are there opportunities for increasing discounts at the authorized user level?

Answer: Authorized users are encouraged to negotiate better discounts from the contractor(s) whenever possible. Products available under this Award may also be available from other New York State contracts. OGS maintains a Pharmaceutical Prime Vendor contract,

<http://www.ogs.ny.gov/purchase/spg/awards/1020022881CAN.HTM> with Cardinal Health 411, Inc. for brand name and generic drugs as well as OTC items, nutritionals and limited medical supplies/equipment. However, that contract does not include pharmacy services. Authorized users can increase savings by channeling all possible spend on pharmaceutical products into the Prime Vendor contract. Authorized users are advised to select the most cost effective procurement alternative that meets their program requirements, and to document the basis for this selection in the procurement record.

Question 4: What is the term of the contracts let under this award?

Answer: The contract let by New York State will run for five years from the date of award.

Question 5: Is it possible that the contracts can be extended beyond the initial term?

Answer: There is one contract extension option within the contract that allows for potential extension for one additional year. OGS reserves the extension rights outlined in Appendix B.

Question 6: What are the packing requirements under this Award?

Answer: All Products must be packaged in accordance with best commercial practices and shall comply with all applicable Federal and New York State laws and regulations. The contractor shall dispense no more than a thirty (30) day supply of Product. The contractor shall make blister packaging, bingo cards and unit dosing available. Tamper resistant containers are preferred for all Products.

Question 7: What are the delivery requirements under this Award?

When an order is received before 2:00 p.m. EST (Mondays through Fridays), the contractor shall be required to deliver the Products before noon on the following day to the address stated on the order. When an order is received after 2:00 p.m. EST (Mondays through Fridays), the contractor shall be required to deliver the Products no later than before noon two (2) days after the day the order was placed to the address stated on the order. Notwithstanding, the foregoing, the contractor shall make every effort to complete all deliveries on the same or next day after the order was placed.

Question 8: Are any of the contractors either a Minority and/or Women Owned Business?

Answer: None of the contractors are either a Minority or a Women Owned Businesses.

Question 9: Can non-contract items be submitted on a purchase order with contract items?

Answer: No, any non-contract items must be submitted on a separate purchase order.

Question 10: Is there a way to report problems to the Office of General Services associated with the products ordered under this award?

Answer: Yes. You may contact the contract manager listed on the first page of this document with any problems/concerns encountered when using this award. See the Contract Performance Report included in the Contract Award Notification.

Question 11: Are the contractors required to contact OGS directly when any contract information changes (i.e., contact name, email address, company address, phone #, website, etc.)?

Answer: Yes, it is the contractor's responsibility to make sure OGS has the most current information on file.

Question 12: Can the authorized user compare costs and select among the three contractors when making a purchase?

Answer: Each time you make a purchase under this Award, authorized users have the choice of either of the two statewide contractors or either of the regional contractors. OGS recommends that authorized users compare contractors' dispensing fees and the applicable discounts off of Average Wholesale Price (AWP) for the type of drug being ordered (Brand, Generic, High Cost Tier or Over The Counter product). Keep in mind that dispensing fees do not apply to Over The Counter products. Each contractor's discount structure and dispensing fees are included in the Contract Award Notification/Award Document and in the contracts posted at the OGS website for this Award.

Before processing payment, an authorized user should verify that an invoice follows the contractor's pricing structure set forth in the Contract Award Notification/Award Document and in the contract.

Question 13: How are prices determined in this contract?

Pricing: Price shall be determined by applying the quoted discount to the Average Wholesale Price (AWP) as listed in the Wolters Kluwer Health's "Medi-Span" database that is effective at the time of order and adding any applicable quoted Dispensing Fee for prescription drugs.

The Wolters Kluwer web address is: <https://pricerx.medispan.com/>

Question 14: Are there limitations on the dispensing fees allowed under this Award?

Answer: Yes. Dispensing Fees shall only apply to Products for which a prescription is required by the provisions of the Federal Food, Drug and Cosmetic Act or by the New York State Commissioner of Health regardless of whether the Product was dispensed pursuant to a patient specific prescription. Dispensing Fees are not applicable to Over-the-Counter medications and non-prescription items. OGS Procurement Services prohibits multiple Dispensing Fees for partial orders.

Question 15: What information MUST be included on the contractor's invoice?

Answer: The contractor shall provide authorized users with an invoice for each order at the time of delivery. Authorized users are instructed not to process invoices that do not include the required information set forth below. Invoices must be detailed and include in the body of the invoice or an attachment to the invoice all of the following items. Failure to comply may result in lengthy payment delays. Invoices shall include, at a minimum, the following information:

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| A. Contractor's Billing Address; | J. Product Descriptions; |
| B. Contractor's Federal ID Number; | K. The Price (AWP) for the Dispensed Quantity; |
| C. Contractor's NYS Vendor ID Number; | L. The Discount Applied to the Price; |
| D. Authorized User's Account Number; | M. The Dispensing Fee; |
| E. NYS Contract Number; | N. The Total Price Per Prescription (Drug Price – Discount + Dispensing Fee) |
| F. Purchase Order Number; | O. The Quantity Delivered; and |
| G. Order Date; | P. The Unit of Measure. |
| H. RX Number; | |
| I. The Exact NDC Number Dispensed for the Prescription; | |

Question 16: How will the contractors report sales?

Answer: Sales information, such as monthly reports and/or detailed authorized user purchases may be required by OGS on behalf of an authorized user.

The contractors shall furnish to OGS Procurement Services a report of all Products provided under this contract during each quarterly period, no later than ten (10) business days following the close of the quarterly period. Quarterly periods will end on March 31st, June 30th, September 30th and December 31st. If this contract period begins or ends in a fractional portion of a reporting period only the actual contract sales for this fractional period should be reported in that quarterly report. Purchases by all authorized users under this contract shall be reported in the same report and be indicated as required. Reports shall be submitted using Appendix C, Number 3: Report of Contract Usage. All fields of information shall be accurate and complete.