

TENDER DOCUMENT

For

**Establishment, Deployment, Operation and Maintenance of
Hospital Management System in AFCHL Hospitals**

1ST February, 2018

AFC HEALTH LTD.

Business Suite # 1101/A (Level 11)
Rahman's Regnum Centre
191/1, Tejgaon-Gulshan Link Road
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Important Dates and Information

Date Of Commencement Of Bid	01/02/2018
Sending of Pre-Bid Queries	04/02/2018 by 15:00 Hrs
Pre-Bid Meeting	08/02/2018 at 15:00 Hrs
Last Date And Time For Receipt Of Bids	11/02/2018 by 15:00 Hrs
Date & Time Of Opening Submitted Bids and Declaration of results	15/02/2018 at 11:00 Hrs
Address For Communication / Submission/ Pre-Bid Meeting /Opening of Technical & Financial Bid	AFC HEALTH LTD. Business Suite # 1101/A (Level 11) Rahman's Regnum Centre 191/1, Tejgaon-Gulshan Link Road Tejgaon C/A, Dhaka-1208
Contact Person	Mehedi Hasan
Contact email / Proposal Submission (Soft Copy)	tender@afc.com.bd
Contact Phone no	+880 1716 387976



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1. Project Profile

1.1. Project Objective:

A next-generation HIS that is powerful, flexible & easy to use and has been designed & developed to deliver real conceivable benefits to hospitals.

- Hospitals need to decide how services could be delivered more effectively to reduce costs, improve quality, and extend reach
- Rising hospital management costs, challenges in accessing services & timely availability of information are some of the facts of today's healthcare system
- New realities are placing pressures on the healthcare industry, and how patient care is delivered
- IT systems that facilitate decision making and provide 24x7 anytime, anywhere access to information are becoming a vital part of today's healthcare

AFCHL is committed to preparing hospitals to meet current & future challenges through leveraging upon IT. Through a dedicated healthcare practice group AFC Health Limited wants to establish/create a revolutionary IT system that facilitates hospitals for delivering effective, patient-centric services-

- HIS should be a revolutionary solution with end-to-end features for simplifying hospital management – all at a cost which provides the fastest ROI
- Access to the right information and the automation of complex tasks & workflow is the key focus of the HIS, enabling freeing the staff to spend more time on caring for patients and extending the reach of services
- The HIS must be designed to cover a wide range of hospital administration and management processes
- AFC HL believes that every hospital is unique in terms of its requirements and priorities. Hence, flexibility must be built-in to the HIS to allow easy customization.
- The HIS features unparalleled flexibility & scalability, comprehensive report types, easy customization, intuitive visuals and interactive graphics that simplify complex data, dashboards supported quality initiatives and comprehensive drill-down capabilities
- The HIS must be conceived by a blend of seasoned professionals with rich and relevant experience in healthcare industry
- The system should incorporate the best healthcare practices and is designed to deliver key tangible benefits to clients across the globe
- The Solution be so dynamically designed that it is easily manageable and a Web Based solution accessible to the users from anywhere

1.2. Foundation of the HIS:

The HIS modules must have been designed according to three categories – Core modules, supporting modules and Enterprise-enabling modules. These modules can further be customized according to hospital needs.



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HIS Foundation

Modules Suite						
Patient Administration	Clinical Suite	Clinical Support Suite	Materials Management Suite	Revenue Management Suite	Miscellaneous Modules	Tools
Patient Registration	Doctor's Workbench	Operation Theatre	Inventory	Patient Billing	HRMS	Forms Designer
Appointment Scheduling	Nursing Workbench	LIMS	Supply and Procurement	Insurance and Contracts Management	EDMS	Alerts Engine
Admission Discharge and Transfer	Order Entry (CPOE)	Blood bank & Transfusion Medicine	Pharmacy Management System	Claims Management	User and Security Administration	Workflow Engine
Accident and Emergency Management	Clinical Documentation	Medical Records Dept (MRD)	Centralized Sterile Supply Department	Healthcare Packages	PRM	Rules Engine
Bed & Wards Management	EMR & Clinical Data Repository		Dietary Services	Management Information System	Disease Surveillance	Enterprise Infrastructure Monitor: JAMon
	Integration to Drug Databases		Linen & Laundry Services	Finance		Messaging Engine
			House Keeping Services	Fixed Assets		Reporting
			Equipment Maintenance System			

1.3. Scope:

The Key Highlights of the HIS Modules required:

- Dashboard-centered approach
- User-friendly, easy-to-use & web-enabled applications
- Multi-level distributed hospital information system
- Security & privacy (authentication, authorization, privacy policy)
- Integration
 - o Patient identification
 - o Single log-in
 - o Use of controlled vocabularies for coding
 - o Data consistency
 - o Transparency
- Enterprise grade / industry standard data backup system
- Robustness, reliability, performance
- HIPAA and HL7 compliance
- Scalability & portability (open modular architecture, declared interfaces)
- Full featured reports as per requirement



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2. Instruction to IA's

IA's are advised to study this RFP document carefully before participating. It shall be deemed that submission of bid by the IA has been done after their careful study and examination of the RFP with full understanding to its implications. Any lack of information shall not in any way relieve the IA of his responsibility to fulfill his obligations under the Bid.

2.1. Definitions

In this document, the following terms shall have following respective meanings:

“Acceptance” means the AFCHL's written certification that following installation, the system(s) (or specific part thereof) has been tested and verified as complete and/or fully operational, in accordance with the acceptance test defined in the Acceptance Test Documents.

“Acceptance Test Documents” means a mutually agreed document which defines procedures for testing the functioning of the Software solution, against requirements laid down in the agreement. It should define tests to be carried out, test equipment and expected test results.

“Agreement” means the Agreement to be signed by the Successful IA and AFCHL.

“Authorized Representative” shall mean any person/agency authorized by either of the parties.

“Affiliate” shall mean any holding company or subsidiary company as a party of the Agreement or any company, which is subsidiary of such a holding company.

“Contract” is used synonymously with agreement.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution

“Documentary evidence” means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.

“Default Notice” shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.



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“Final Acceptance Test (FAT)” means the acceptance testing of HIS for data, modules, features, reports covered under the scope of work and their services rectifying all the issues raised in partial acceptance testing.

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among IAs (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels.

“Good Industry Practice” shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced IA engaged in the same type of undertaking under the same or similar circumstances.

“Implementation Period” shall mean the period from the date of signing of the Agreement and up to the issuance of Final Acceptance Certificate of HIS.

“IA” means the firm offering the solution(s), service(s) and/ or materials required in the RFP. The word IA, when used in the pre-award period shall be synonymous with IA, and when used after intimation of successful IA shall mean the successful IA, also called ‘IA or Implementation Partner’, with whom AFCHL signs the Contract

“Law” shall mean any Act, notification, by law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of Bangladesh or regulatory authority or political sub-division of government agency.

“LOI” means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the successful IA.

“Partial Acceptance Test (PAT)” means the provisional acceptance testing of all equipment (hardware & software) and their services covered under the scope of work.

“Party” shall mean AFCHL or IA individually and **“Parties”** shall mean AFCHL and IA collectively.

“PBC” means Pre-Bid Conference

“Performance” means accomplishment of the project in terms of Standards, Quality, and SLA for implementation, maintenance and support.



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“Rates/Prices” means prices of supply of equipment and services quoted by the IA in the Commercial Bid submitted by him and/or mentioned in the Contract

“RFP” means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.

“Services” means the work to be performed by the IA pursuant to this Contract, as detailed in the Scope of Work

“Site” shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement

“Solution Implementer” shall mean the selected IA.

“Tenderer” shall mean the authority issuing this Request for Proposal (RFP) and the authority under whom infrastructure is to be implemented, operated, managed etc. and this authority shall be the AFCHL.

“Termination notice” means the written notice of termination of the Agreement issued by one party to the other in terms hereof.

“AFCHL” means AFC HEALTH LTD.

2.2. Tender Fees

There are no Tender fees for this Bid.

2.3. Proposal Preparation Cost

The Bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by AFCHL to facilitate the evaluation process, and in negotiating a definitive Service Agreement or all such activities related to the bid process. This RFP does not commit AFCHL to award a contract. Further, no reimbursable cost may be incurred in anticipation of award.

2.4. RFP Document

Bidder is expected to examine all instructions, terms, specifications, and other information in the RFP document. Failure to furnish all information required by the RFP document or to submit a Bid not substantially responsive to the RFP document in every respect will be at Bidder's risk and may result in the rejection of its Bid. The Bid documents may be downloaded from website (<http://www.afchealthbd.com>).



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2.5. Language of BID

The bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged between the Bidder and the AFCHL shall be in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation by approved translator of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

2.6. Format and Signing of Bids

The bidder shall prepare SOFT COPY of the bid (Preferably PDF format) and shall impose security level to Read Only to prevent any sort of modification / manipulation. No Printed Copy / Hard Copy will be allowed to drop/submit.

The complete bid shall be without alteration, except those accorded with instructions issued by AFCHL or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

2.7. Contacting Us

1. BIDDER shall not approach AFCHL officers beyond office hour and/ or outside AFCHL office premises, from the time of the Bid opening to the time of finalization of successful BIDDER.
2. Any effort by a BIDDER to influence AFCHL officers in the decisions on Bid evaluation, bid comparison or finalization may result in rejection of the BIDDER's offer. If the BIDDER wishes to bring additional information to the notice of the AFCHL it should do so in writing.

2.8. Lack of Information to BIDDER

The BIDDER shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the BIDDER of his responsibility to fulfill his obligation under the bid.

2.9. Fraudulent & Corrupt Practice

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among BIDDERS (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of project execution. AFCHL will reject a proposal for award if it determines that the BIDDER recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.



3 Scope of Work

3.1 Scope of Supply, Works & Services

(a) General

1. The minimum specified scope of work to be undertaken by the IA is to be performed as per the specifications and conditions mentioned in the different parts of this document.
2. The scope of work include design, development and implementation of Hospital Management System in AFCHL Hospitals.

(b) Supply

1. The Successful IA to design, develop and implement the entire HIS.

(c) Installation, testing, commissioning & system integration

1. The scope of installation, commissioning & system integration shall mean to install, configure and integrate the HIS, adhering to essential business productivity.
2. Carry out installation of active components, passive components of HIS as per standards for successful integration and implementation of the systems at all sites.
3. Configuring and fine-tuning of subsystems to achieve overall optimal system automation performance and highest data integrity.

The scope of work for the IA with respect to the Application development includes Solution Design, Development, Testing, Implementation and Maintenance of the solution. The major works being: -

Design and Development

1. To prepare a System Requirement Specification (SRS) report – based on existing requirements.
2. To develop the web based solution based on the specifications finalized through the System Requirement Specifications (SRS) and solution design.
3. To prepare a System Design Document
4. Application should be designed in such a way that it can allow necessary interface for other existing/in future applications whenever required.
5. All the modules of the developed solution duly tested and accepted by STQC (Standardization, Testing and Quality Certification), Department of SQA or STQC empaneled vendor.

Application Software Testing

1. To design Test Cases for the solution testing using the data.
2. To prepare the testing approach and plan
3. To perform the testing of the solution based on the approved test plan, document the results and fixing of the bugs found during testing
4. The selected vendor needs to get all the modules of the developed solution duly tested and accepted by STQC (Standardization, Testing and Quality Certification), Department of IT or STQC empaneled team.



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Handholding

The bidder is required to depute adequate number of personnel / developer at the user sites as application support engineers.

Technical Documentation

To provide full documentation of the SRS and design (including Entity Relationship (ER) diagrams, flow diagrams, UML diagrams etc.) installation and implementation of the software and user manuals (Soft Copy).

3.2. Training Requirements

1. The Implementation Vendor must impart training to the personnel identified by the Hospitals/AFCHL, in the operation of the application /software, generation of MIS reports, and maintenance of user Logins etc.
2. For all these training programs, the vendor has to provide necessary course material, user manuals, system admin. Manuals etc. to the trainees.

3.3. Standard of Works

The works shall be in accordance with the details in the BID document. To the extent that the standard of the works has not been specified in the BID document, the successful IA shall use good quality materials, techniques and standards and execute the works with care, skill and diligence required in accordance with industry best practice.

3.4. Software Updates

The successful IA shall be responsible for providing all latest updates and associated documentation necessary for the satisfactory operation of the HIS.



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**Annexure: Guidelines for preparation of Technical Proposal:
Technical Proposal should comprise of the following:**

The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP.

Proposals must be direct, concise, and complete along with latest client base of HIS. All information not directly relevant to this RFP should be omitted. Department will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

Bidders are required to provide in their proposals, details and sizing estimates of hardware required to be procured. The hardware should be planned keeping in mind the application and data requirements for a period of at least 5 years. The hardware and networking equipment face technological obsolescence and thus proper planning for procurement and management is very critical.

The bidder must address the following in their project implementation strategy:

- Approach and Methodology of design, development and management of the Application software. The plan should adhere to the software development life cycle (SDLC)
- Project Management tools proposed to be used for project.
- A detailed Project schedule with detailed work breakdown structure

The technical proposal should address the following at the minimum:

The proposal should have information specific to the HIS Project only.

It should describe how the functional requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.

Provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter.

It should propose how availability, performance rates for the system will be measured and maintained.



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Project Management Plan including

- Team deployment to cater to the daily growing public emergencies.
- Implementation Methodology and Plan to include:
 - Key implementation objectives, key deliverables and an implementation schedule for the same
 - Indication of Time Frame
 - Acceptance Testing Plan
 - Data Backup plan
 - Escalation Process during implementation

➤ **Quality and Security Assurance Plan**

➤ **Training Plan**

➤ **Post Implementation Plan**

- ✓ Manpower Deployment to support operations and maintenance of Services and IT infrastructure
- ✓ Location, Manpower Structure and Services offered from Help desk
- ✓ Method of calculating uptime of HIS System and reporting format
- ✓ Maintenance arrangements
- ✓ Exit Management Plan