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وزارة مالية އަދި ޓްރެޜަރީ
އަމީނީމަގު ، މާލެ ، ދިވެހިރާއްޖެ

CLARIFICATION 1

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ނަންބަރު No:	TES/2019/G-024	
ޕްރޮޖެކްޓް Project:	**Supply and Implementation of Hospital Management Information System (HMIS)**	
ތާރީޚް Issued Date	13ᵗʰ November 2019	
ސަފްޙާގެ އަދަދު No. of Pages: -01	ބީ.އޯ.ކިއު Boq: -	ކުރެހުން Drawings: -

Please include this amendment when submitting the bid. މި ހުރަހެއްލަފައިން މި މަސައްކަތާ ޑޭވިއެއްކުރައްޓެއް އައި ހުރަހެއްލަފައިން ޤީ ރިޑޭއިރެ ނަންނަފެއްނައި.

> ➤ Please find the attached Clarification Sheet

ނަން **Name: Aishath Nadheema**	ސޮއި Signature:

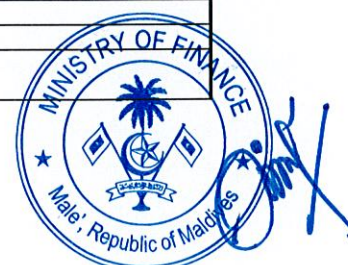| #	QUERIES	ANSWERS
1	In the documents there are only eligible criteria but does not mention anything on how ranking or points will be given, when can the parties know the marking or grading of the proposal system.	The criteria is set to choose or rather shortlist parties from prequalification stage. Those parties who qualify will be further evaluated as per the technical criteria set. Finally price will be the deciding criteria for all the parties who pass through the technical stage
2	Is there any support that is required by the client and how would the client prefer the support to be provided.	Support needs to be provided onsite for 3 years
3	do you have additional screening from the list of registered parties from whom you will invite to the final bid, if so what will be the screening conditions in edition to the eligibility criteria?	Its only a pre-qualification, for which ONC certified parties are eligible and those parties need to pass the proof of concept(POC - Demo after intergrating the system with VINAVI National Insurance Portal. Sandbox credentials will be provided on request basis)
4	Are the Hardware and System Software requirements for the HMIS part of this tender?	vendor should provide minimum H/W and System software requirements.
	- If yes, where do we include this?	Can include a section: minimum hardware requrment to run the HMIS
	- If no, do we need to put the recommended requirements?	parties need to put the minimum recommended requirements to run the software
	Laboratory Information System	
5	- what are the number of lab analysers that need to be interfaced	About 15 it may increase
	- what are the models & makes?	Models are: D-100,XN-1000,UF1000i,UroDip,UX2000,TLA,U-WAM,Sysmex,RR Mechatronics,Myla,D-100
6	Personnel and Payroll	1900 Active Employees. Numbers may increase to 2500
7	- what is the expected total number of active employees in IGMH?	1900 users
8	Radiology Management System - under this section, there is a requirement to interface to radiology equipment ... C(T?), MRI, X-Ray, C-Arm, Mobile X-Ray, BMD, Mammogram, Ultra Sound.	MIR, X-Ray,C-Arm and Ultra sound
9	- Is there already a Picture Archival & Communications System (PACS) system or do we need to propose one?	at present we do not have PACs hence the proposal should include PACs
10	HMIS Load (excluding Finance and Personnel/Payroll)?	about 300 sessions
11	- what is the number of concurrent users	about 500 users at a given time
12	- in Section VI - Schedule of Requirements; there is no compliance to respond against?	yes
13	In the submission, it is separated into 2 parts - technical & price.	yes
14	- Do we also submit our supporting collaterals such as corporate profile, experience, etc?	yes
15	- Where do we include our OPE (travel & accommodation for overseas consultants)?	yes
16	Whether we have to include the pricing of third party tools, reporting tools, database, hardware integration in our bidding price.	yes
17	Whether we have to implement this software in single or multiple campus. if it is multiple campus, how many nodes (campus to implement) are there.?	Single Campus having multiple outlets
18	Inflow volume: How many patients were expected per day or per week and what is the total bed counts of the campus.?	about 4000 patients per day. Existing number of beds is 350 plus. Expansion planned for next year (by end of next year total number of beds would reach 500)
19	Support: Who is going to give support after software implementation.	The awarded party needs to give support for 3 years and train IGMH staff for first level support
20	If we are providing our resource to support, what will be the support duration and whether we have to include the support cost in our bidding price.?	3 years onsite and offshore/online support can be provided afterwards
21	Or we have to provide training to your staff for software support. If so, whether we have include training cost in our bidding price.?	Yes
22	What will be the expected delivery time.?	6 months
23	Roughly, how many concurrent users will be using the system? Purpose: HIS HW sizing	about 500 concurrent users
24	Are 720 beds active beds? Our license scheme is based on number of beds. Please state preferred number of bed license	No of active beds are 500
25	Can provide staff break-up of the hospital by main departments?	not applicable in this stage
26	Is there any existing system in place?	Yes
27	Any preferred project duration?	6 months
28	What level of access control is expected from system? How many estimated numbers of roles per department?	3

29	In Section I - Introduction to Tenderers, Item 41. Procuring Entity's Right to Vary Quantities at Time of Award; it is stated that; a. Is it the date of delivery or the date of acceptance of the proposed HMIS solution?	yes
30	Could you please clarify that if PACS is required within the scope of the project and for which hospitals?	should be included within the scope
31	If the answer is yes, could you please provide the details for the required PACS.	vender should propose
32	Could you please provide the list of the existing laboratory and digital imaging equipment (brands, models, connectivity capabilities,) in the hospital?	repeat question
33	Are there lab device integration requirements within the scope of this RFP. How many lab devices exist in the scope of this project? Could you please provide the list of the devices provided that these devices support HL7 standard for the communication?	yes - need to give the details
34	Are there modality (monitoring devices) integration requirements within the scope of this RFP. How many modalities exist in the scope of this project? Could you please provide the list of the modalities provided that these devices support HL7 and DICOM standard for the communication.	yes -both DICOM and HL7 supported.
35	Are there modality (monitoring devices) integration requirements within the scope of this RFP. How many modalities exist in the scope of this project? Could you please provide the list of the modalities provided that these devices support HL7 and DICOM standard for the communication.	yes -both DICOM and HL7 supported.
36	It is understood that all the required hardware, networking environment, system software (including OS, RDBMS etc) are not within the scope of this Project and all the required infrastructure shall be ready and available before the system being commissioned/installed? Could you please confirm this understanding?	yes, but vendor should provide minimum requirement
37	Is there existing information system (HMIS and/or legacy systems) utilized in the hospital? If the answer is yes, is data migration required within the scope of the Project (although it is not specified in the tender document)?	there us an in-house system - yes data migration should be within the scope of the project
38	*Technical*	
39	In BDS ITT 11.2, "Vinavi' Aasandha Insurance Portal", as an external system, is requested to be integrated as an example just for Proof of Concept scope. It is assumed that this system supports commonly utilized internationally accepted medical and communicating standards,	the system should have the capability to fully integrate with the Aasandha. Similarly system should also have the capability to integrate with the systems used by other insurance companies.
40	Could you please confirm this assumption?	NO, it only supports and has rest API with AUTH2.
41	What are services provided from "Vinavi' Aasandha Insurance Portal"?	Insurance Coverage for Maldivian Citizens
42	Please be specific on "Vinavi' Aasandha Insurance Portal" integration minimal requirement for demo?	Login to the portal through API(Authorization grant - Auth2), New Patient Registration, Service Memo, Drug Ordering(Prescription) using Asandha Approved medicine list provided through API
43	Integration is very critical aspect and definitely needs joint efforts for the corresponding systems. It is necessary to provide (by the Purchaser) all required coordination, organization, technical support, participation and collaboration for joint work between the owner of the system(s) that are aimed to integrate. Integration is very critical aspect and definitely needs joint efforts for the corresponding systems. We understand that the Purchaser shall provide all required coordination, organization, technical support, participation and collaboration for joint work for the integration requirements. Besides this, the systems/devices that are required to integrate with the proposed HMIS should conform internationally accepted medical and communicating standards (e.g. HL7, DICOM, ASTM, XML etc). Could you please confirm these understandings?	yes
44	Will data migration from existing system be needed?	yes
45	If yes, data extraction by existing system vendor is required	in-house software no vendor is required
46	Please list the quantity, model and type of lab equipment that need to be connected to the LIS?	check
47	The imaging modalities mentioned that need to be connected to RIS are C, MRI, X-Ray, CArm, Mobile X-Ray, BMD, Mammogram, Ultra Sound. Is this list firm based on qty, model and type?	yes
48	What is the LAN speed available at the hospital?	gigabit
49	How many 3rd party insurance systems that we need to perform data interchange with? a. Are these systems ready for data interchange?	3

50	Can provide some patient statistics when it comes to outpatient and inpatient visits?	about 4000 outpatient visits per day. Inpatient occupancy rate is above 98%
	a. Inpatient	
	b. Outpatient	
	c. Services	
	d. Etc...	
51	Confirmed 3rd party components that Vendor needs to source	database
51	a. Drug Interaction DB – what is the drug interaction DB IGMH prefers	**CIMS/MIMS**
52	b. Document management & conversion	**DMS and Digital Archiving implemented**
53	i. Scope of work, will suppliers need to carryout migration?	yes
54	ii. Storage by supplier or IGMH?	IGMH
55	iii. Is there any offline that needs migration?	**Yes, System should work offline and sync when its online**
56	Could you please give details for the computer and networking infrastructure already available in the hospital in terms of hardware (networks, servers, storage unites, PC, printers, data centres, barcode readers, barcode printers etc.) and software (operating systems, RDBMS licenses, departmental software, security etc.)?	Above 1000 systems
57	Are there any national/international code standards to be used for Medical procedures, Medicine classification, Medical specializations? Are they unique for all kind of medical service providers?	ICD10
58	Could you also please clarify that which coding, nomenclature and classification systems will be used in the hospital?	N/A
59	Could you please provide some referential numbers to understand the size and the volume of the hospital as the total number of medical and administrative staff (physicians, nurses, laboratory/radiology technicians, medical secretaries, IT staff, administrative staff etc), number of beds, out-patient rate, surgery rate, the clinical and administrative departments, laboratory units, IT environment etc?	1900 users, 300(Doc), 700(Nurse), 200(Alied), 700(Support and Aadmin Staff)
	Finance and General Accounting	
60	Estimated Daily Financial Transaction volume in numbers?	**about MVR12,000,000**
61	How many legal entities of IGMH are in scope?	at present 3
62	Each entity will have separate financial books?	option should be available
63	How many department and department names?	Major 9 departments(Store, Procurement, ICT, Finance, Medical Admin, Nursing, Estate and HR)
64	How many Cost Centre and their names?	8(Store,Procurment,ICT,Finance,Nursing,Estate and HR)
65	Number of inventory locations?	9
66	Is organization hierarchy is defined?	yes
67	If yes, please provide	Not applicable in this stage
68	How many Banks/Bank Accounts?	1
69	Approval Mechanism required?	yes
70	Are the processes document?	yes
71	If yes, then in what are all processes?	Procurment process and Finance Approvals
72	Estimated number of financial transactions to be imported from another DB/Application?	Not applicable in this stage
73	Estimated number of items/assets?	10000
74	How inventory is tracked? Serial/Batch/None?	Serial
75	Are there any BOM items (Bill of Material-Items)	NO
76	Usage of scanning devices-Barcode/QR Code scanners?	Barcode Scanners
77	Do you use Non-Stock Items?	yes
78	Are Requisitions are required?	yes
79	How many times closing run in a year?	1
	HR and Payroll	
80	How many current employees?	1960
81	What is the scalability factor for next 5 years?	2500-3000
	Biomedical and Maintenance	
82	Estimated number of equipment's which requires maintenance?	1600
83	We believe asset accounting is linked to Equipment, please confirm our understanding.	yes
84	Is Maintenance outsourced?	yes - by vendors
85	Equipment warranty management is in scope?	yes
86	How many beds does the hospital have?	350 at presemt but will be expended to 500 by end of 2020
87	How many users will be using the system? Including doctors, nurses, lab technologists, radiologist, administrative staff etc....	80% users is using system
88	Number of **unique** patients treated per year: every patient that shows up (Inpatient or Outpatient) within one calendar year is counted once – regardless of the number of visits/inpatient stays.	**Estimate 150000**

89	Number of users accessing the Electronic Medical Record (EMR) – reading any kind of Clinical information of patients: these are typically all doctors,	300(Doctors) and 700(Nurses)
90	Number of users mainly working with the patient and using the computer to enter documentation, order etc.: these are typically nurses (unless working in an admin role), doctors, etc....	1000 users
91	Number of users mainly working on a computer: this is typically patient registration/admission staff, billing, ERP users but also pharmacists	750 users

IGMH Service Statistics - 2018

ER	Services
Green Zone	143,112
Yellow Zone	10,041
Red Zone	475
Flu Clinic	118
General OPD	47,564
Hajj Checkup Medical	604
Medical Checkup	1,375
Total	203,289

National Cardiac Center	Services
Consultation	5,142
ECG	31,428
Echo	3,187
Treadmill Test	642
Angiogram	498
Alter Monitoring	190
Total	41,087

Well Women Clinic	
P.N.C	3,227
Family Planning	1,007
A.N.C	7,842
Total	12,076

Blood Bank	
Transfusion	3,128
Cross Match	14,075
Total	17,203

Dialysis Center	

Dialysis	16,868
Total	16,868

Radiology	
X-ray	169,936
Scan	14,507
CT Scan	8,314
MRI	7,341
Other Radiology related	752
Total	200,850

Labor arty medicine	
Bio Chemist/Clinical Chemist	1,228,365
Hematology	813,414
Micro Biology	49,617
Clinical Pathology	136,574
Histo and Cyto Pathology	9,973
Immunology	208,891
Ranbaxy	55,681
Other	17,589
Total	2,520,104

Operation Theater	
Operation/Surgery	4,376
Total	4,376

OPD & IPD	
IPD/Admissions	15,184
OPD	142,265
Dental	13,760
Total	171,209
TOTAL Services 2018	**3,187,062**