

Request for Proposal:
Clinical Decision Support System (CDS) and Master Patient Index (MPI) System
Integration

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Section 1: Detailed Vendor Instructions

Background

This Request for Proposal (RFP) to the company that is required to satisfactorily respond to the RFP that has been presented on this date November 13, 2019. Through this RFP, the Highend Hospital's requirements are identified with proper details so that a preferred vendor can be identified.

General Instructions

When the vendors will be considering preparing to respond to this request, they need to consider the following instructions:

- Considerations will only be made to vendors who have been invited to respond to this request.
- The responses of the vendors will only be valid for a period of 3 months from the time of their response.
- The responses of the vendors should be within their commercial or financial limits.
- All matters which are included in this RFP have to be responded to by the vendors.
- Any statement that is made by the vendors about the specification of the system and its performance in the response will be considered to be true and it will be incorporated in the final purchase agreement.
- When responding to this RFP, the vendors should include any other features or functionalities that will not be included when estimating the cost of the system.
- All items that have been specified in this RFP need to be addressed by the vendors.
- The format which has been specified needs to be followed, and deviations might lead to disqualification from further considerations in this project.

When the vendors submit the proposals, they have to include the evidence showing that they have included all the items stated and adhered to the instructions above. The responses should also not contain any uncertainties regarding the conditions or instructions that have been specified in the RFP. The responses should clearly outline the plan of the vendors in completing the project.

Changes to the RFP and the Process of Binding the Bid

The Highend Hospital has the exclusive rights of changing the terms and conditions which have been attached to this RFP. The Highend Hospital also reserves the rights to change or amend, resubmit or cancel this RFP in its entirety or part at any given time. This RFP has been created with the main aim of getting proper details about the Clinical Decision Support System (CDS) and Master Patient Index (MPI) Systems requirements that will be used by the Highend Hospital, this RFP will also make sure that the hospital receives the best proposals from vendors. In this process, one or more vendors might be selected as the candidates for the project, the Highend Hospital may enter into negotiations about the contract with more than one respondent. The Highend Hospital will also not be compelled to give any reasons for rejecting proposals from one or all of the respondents who will give their responses. The Highend Hospital reserves the right to reject or decline negotiating or signing of a contract with any of the respondents and it will not be compelled to give any reason partly or entirely about the mark-up score or the price of the systems or reasons about delivery and time commitments or any other notice which will be presented. The Highend Hospital also reserves the right not to offer any clarifications or explanations to respondents who do not receive this RFP. The Highend Hospital will consider offers which are favorable to them and will consider all the responses from the vendors as the legally binding offers sent.

Disqualification

Any information or details provided by the vendor or vendors and that will be later found to be inaccurate, incorrect or misleading will lead to the disqualification of the vendor or vendors from participating further in the process of evaluation.

The Response Structure

The following structure will be used when providing proposals to the RFP:

- i. A detailed executive summary.
- ii. Well developed profile of the company containing the description of the company's core business, the products and services offered, awards and the markets it operates in.
- iii. References from customers and the experiences that they have in delivering similar systems.
- iv. How the company has understood the requirements presented in the RFP.
- v. The way the company meets the RFP eligibility criteria.
- vi. The way that the company is complies with the different standards that have been set in the sector.
- vii. Screenshots of the proposed systems and data flow diagrams for the systems.
- viii. The deliverables of the systems and any other training details for the systems.
- ix. Support offered to our organization after the systems have been implemented.
- x. The timelines for delivering the project.
- xi. The approach for managing the project.
- xii. And the pricing details for the systems and any other extra costs that might be incurred.

Events Schedule

Event	Date
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Confirmation of receiving the RFP by vendors (Through Writing)	20/11/2019
Addressing concerns from vendors	25/11/2019
Dates for presenting proposals	2/12/2019
Date for reviewing the proposals	5/12/2019
Demonstration of the proposals	9/12/2019
Vendor selection contemplation	10/12/2019
Vendor decision date	14/12/2019
Start date	18/12/2019
Completion date	7/1/2020

Contacts

Questions or concerns about the technical specifications or the work statements that are contained in the RFP need to be directed to:

Name:

Address:

Phone:

FAX:

Email:

Evaluation criteria

For an award to be made to the proposals sent regarding the RFP, appropriate considerations on the cost, the technical requirements, the cost of the systems, and the requirements of the management. The evaluation of the proposals will be based on the way the vendors respond to the RFP and the prices that they will quote for the installation of the new systems.

As requested, the proposals need to cover all the requirements in the RFP, the evaluation will be based on these criteria:

- The way that the vendor will have completed the proposal.
- The experience of the vendor and the customers' reviews.
- The compliance level of the vendor.
- The ability of the company to meet the requirements which have been set by the RFP.
- The vendor must demonstrate the quality of training and offering service.
- The product has to show a high level of flexibility.
- The vendor's company needs to be financially stable.
- The oral presentation by the vendor needs to cover all the basic information about the systems.

Awarding of the Contract

Highend Hospital is not bound to accept any proposal for any reason, be it the proposal with the lowest price or any other reason. The Highend Hospital can reject any bid without being compelled to give reasons for rejecting the bid. Awarding of the contract will be done through writing and official signing of the contract, any communication between the prospective vendors and this Hospital will not be considered as awarding of the contract unless the signing is done. The Highend Hospital reserves the rights to reduce or increase the number of vendors who are

invited into the presentation of the proposals and also it reserves the right to select the vendors who will proceed to the next stage or even at the end of the procurement process, the company might decide not to award the contract.

This RFP is created in good faith and it meets all the requirements as specified by different laws and policies. The Highend Hospital excludes any forms of mistakes, omissions or liabilities which might be contained in this RFP.

Section 2: Vendor Profile Questionnaire

Please provide information about your company by answering the questions which have been presented below. All answers for items listed below need to be presented and any other additional information that you may need to add regarding your company should be added as an additional page. This should only be done when it is necessary.

General Information

Company Name:

The Address of the Company (Hqs):

Other Address Information:

Primary Telephone Number:

Company Website:

Type of Company:

Parent Company (Answer this is Applicable)

Company Name:

The Address of the Company (Hqs):

Other Address Information:

Primary Telephone Number:

Company Website:

Type of Company:

Information About the Market

How many years have you supplied the medical systems?

Live sites:

The site providers:

Number of CDS and MPI systems installed in the last year:

Percentage of outsourced third-party installers:

The sites specialty breakdown:

The current user base:

Number of uninstallations of the systems in the last 3 years:

Customer retention rates in the last 3 years

The total FTEs reported in the last 2 years:

Plans to expand in the market and meet customers' needs:

Section 3: Product Specification Questionnaire

This section, the vendor will provide information about the specifications of the product.

Name of the product (Full Name)	
The version of the product	
Date of the next update release	
The database formation for the system	
Is the system host by a client server or ASP?	
Is there a patient portal included?	
Any other additional information about the product: • Original company which developed the system • The extra functionality of the product • The purchased version • Original name for the product	
Product format, is it modular or comprehensive?	
If comprehensive: • How are meaningful user guidelines met? • Any changes that will be made to the product in the near future	
If modular: • What modules are available?	

• What are the system requirements for each model? • What specific conditions do any of the modules have for use?	
How is data (Patient data) handled in the system?	

Generation of Reports

Does the system have the ability to support the creation of custom reports?	
Does the system have the capability of ad hoc reporting by the users?	
List of the standard reports generated by the system:	
How are the reports exported?	

Certification of the Product

Does the product have the ONC-ATCB certification?	
When was the product certified?	
Is the product classified as a modular or comprehensive product?	

Section 4: Implementation Plan Instructions

This section will provide information for a client/server modelled product.

What is the type of hardware required?	
What are the recommendations for the workstation?	
What are the specific requirements for the server?	
What models or manufacturer is required for the different system components?	
How many servers and roles of servers which are required for running this system?	
What other components are required for the system?	
Will the vendor provide, supply or sale any of the hardware components?	
Are there any other specific requirements for the server?	
Can the system be virtualized in any way?	
Is internet access required for using of the system?	
What are the preferred or recommended scanner models to be used with this system?	

What forms of backups are offered for the system?	
How is data handled in the system? (Can it be exported or imported? What formats can be used?)	
What database application that is used with this product?	
Are there any third-party applications or hardware components which need to be used with this system?	
What kind of operating system that is required for this product?	
What kind of support will the Highend Hospital receive from the vendor or the manufacturer of this product?	
What are the training programs which are available with the use of this system?	
How long will the training take place for the hospital staff?	
Which staff will be required to attend the training for using the system?	

Are there any specific information about the training which need to be given to the staff who will be trained?	
What other specific information about the implementation of the system should the vendor provide?	
Are there any other solutions or functionalities of the system which the vendor needs to state?	

Section 5: Hardware and Configuration Specifications Instructions

Provide information about the hardware and configuration specifications of the system.

Will the system use any specific model or manufacturer hardware for operation?	
How will maintenance of the system hardware be handled?	
Is there any specific supplier who will be supplying the hardware?	
Will the system hardware have any other functionalities outside those listed by the vendor or supplier?	
Are there specific hardware components which will be used with the system?	

Will the configuration of the system provide a prompt on making decisions about the way different clinical decisions will be made?	
Will the configurations of the system require a skilled technician?	
Who will be responsible for making configuration changes to the system?	

Section 6: Cost Estimate Instructions

Provide information about the fees that will be charged for the system.

One-time fees: • The implementation fees: • The fees of training: • The consultation fees:	
The costs for the initial year: • The fees for X number of users: • The fees for the additional users: • The algorithm for the price calculation:	
Current annual costs: • The fees for X number of users: • The fees for the additional users:	

• The algorithm for the price calculation: • Price increase policy:	
Cost Ownership for 5 years: • The training fees: • The estimated cost for 5 years:	