



Kurdistan Regional Government

Council of Ministers

Ministry of Health

Directorate General of Health Duhok

# General Directorate of Health in Duhok

*Department of Information Technology*

**Proposal Requests to**

*implement an Electronic Health System for  
Azadi Teaching Hospital in DuhoK AND  
Pharmacy Department*



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## 1 General Instruction to Bidders:

**DOH Duhok aim to prepare an integrated health system (IHS) in Azadi Teaching Hospital in Duhok AND PHARMACY DEPARTMENT. The IHS is an Electronic system which integrates all components of a work flow in Azadi building AND PHARMACY DEPARTMENT into one coherent system so as to enable the achievement of the purpose and mission of the vision of DOH in serving the community around. This system should include and cover all the departments, sections, and units in the structure of Azadi Teaching Hospital AND PHARMACY DEPARTMENT.**

### 1.1 Introduction:

The Electronic Health System (EHS) should represent from the beginning its components such as:

- Planning
- Implementation and Operation
- Improvement

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### 1.2 Objectives

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- The objective of this project is to obtain proposals for the setup and execution of an ELECTRONIC HEALTH SYSTEM Program and supplying and implementing of it, including installation, configuration, and implementation, testing, and training as described within this document.
- In order to make the best possible selection of the suitable services in terms of tools and deliverables within the specified time frame, this document should provide the bidders the opportunity to present their offering services in a clear manner and in the suggested format.



### 1.3 EHS Milestones Timeline:

Date	The following table shows the milestones for the process of selecting the Winning Contractor <b>EHS Milestone</b>
15 <sup>th</sup> May 2012	EHS announcing
25 <sup>th</sup> May 2012	Deadline to receive EHS Clarification Questions
31 <sup>th</sup> May 2012	Final Deadline for Proposal Submission
To Be Announced	Tender Bids Opening Date
	Letter of Award Issuance



### 1.4 Preparation and Completion of the Bid Proposal

- To be considered, the proposal must consist of a complete response to DOH requirements and specifications.  
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- Failure to prepare bids in accordance with the specifications, terms and conditions will be cause for disqualification.  
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- Bidders should submit at least (2) two hard copies and one soft-copy CD-ROM of their proposal.  
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- The proposal must be submitted as sealed package:

#### **Package – Technical Proposal**

- The Technical proposal must be submitted in clearly marked, separate sealed envelopes.
- The Technical proposal details the experience of the bidder in similar projects, the services they would propose, the tool they would apply, and the qualifications of the staff proposed for the assignment.
- The Technical proposal must be all written in English language.
- Proposals shall provide a straightforward, concise description of the Contractor's ability to meet the requirements of this EHS in DOH Duhok.
- DOH-Duhok encourages all bidders to study carefully their prices and to submit their final and lowest prices.



### **1.5 --- Main points for the Electronic Health System proposed to AZADI TEACHING HOSPITAL AND PHARMACY DEPARTMENT.**

The offer covers the request for developing hospital database application as per the assigned outlines:

1. Staff training and application of the database application
2. Database application maintenance and daily continuous technical support
3. Bidders are requested to provide DOH with minimum specifications for the required hardware (e.g. computers, servers, data-bank store, bar code generator and readers, printers, scanners, networking and data replication "modem and internet access"). DOH-Duhok will provide these equipment.

### **1.6 : The proposed work to be in phases as follows:**

**Phase I: develop the database and install it in Azadi Hospital and Pharmacy Department**

**Phase II: install the database at other DOH-Duhok hospitals**

**Phase III: Develop Health Center database (electronic record and registration) at each health centers.**

**Phase IV: Install the Health center database at all the health centers**

**Phase V: integrate/consolidate data-sets**

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## 1.7 : Qualifications of Bidders:

Bidders are required to provide information to enable DOH to assess their capability for performing the required tasks as per the scope of work mentioned in the EHS.

Questions and verifications have to be directed to:

Information Technology Unit -

Unit

DOH- Duhok –  
(+964) 750- 4590047

itprojects@duhokhealth.org

Address  
Telephone  
e-mail

## 1.8 Bids Closing Date

- The bid closing date is the last date that the bid can be received by DOH- Duhok. Bids will not be accepted after the assigned date.
- Proposals submitted after the closing date will not be accepted and DOH Duhok is not responsible for late delivery.



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## 1.9 Bidders and Presentations

- DOH-IT Duhok expects from bidders to present their offers in a presentation, as specific to the requirements, to the bidder selection project staff of DOH-IT Duhok. The presentation should be in English an up to one hour in length.

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## 2 Bidders Contact Persons

The bidder shall nominate at least two persons from their companies who are available for any questions or decisions.

## 2.1 Legal Responsibility to the Law rules

- Bidders must fully comply with EHS requirements, applicable contracting Law and regulations, and all rules and regulations of DOH Duhok.



## **The outlines presented FOR BIDDERS:**

### **2.2 Server Software:**

DOH-IT Duhok expects from the Bidders to provide the assigned specifications for the server or servers needed to implement this project. The servers must have following capabilities in addition to serving the database and the application:

- Redundancy and fail-over server (“see section 14:1”)
- 24/7 availability
- Off-system backup

### **2.3 The EHS should be prepared as:**

- Web based system running on intranet within the hospital and interacting with other hospitals and Pharmacy Department over the internet
- Multiuser (minimum 200 simultaneous users)
- Audit history
- Password protection
- Role based access rights Kurdistan Regional Government
- Fully licensed, supported software Council of Ministers
- ICDC10 based summary reports Ministry of Health  
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- Ability to create and run ad-hoc reports
- Integration with Qumatic SYSTEM “see section 14:2”
- Database transaction integrity
- Handle 10,000+ transaction per day, 2000 visitors per day
- Mutli-language interface (Arabic, Kurdish Behdini, English)
- Workflow messaging between different departments and with the central Pharmacy Department
- Encapsulate all the forms necessary in each department in servicing patients during their visit



## 2.4 **Maintenance:**

- Process for obtaining maintenance:

The bidder should clarify in a clear plan the process of obtain maintenance to EHS in Azadi hospital and Pharmacy department. This plan should be detailed as much as it is possible and include costs per year. The plan should include software upgrades, bug fixes, database maintenance and tuning, and application enhancements.

## 2.5 **Selection of Bidders**

DOH-IT Duhok emphasized that received bids will be opened publicly, and bidders will be notified with the details of the bid opening session

## 2.6 **Project Tool Requirements**

- The bidder is responsible for the identification, recommendation, installation, configuration, training, and maintenance and support of the software and hardware tools to successfully implement and run the EHS.
- The bidder is required to maintain and these tools, subject for extension as DOH-Duhok sees appropriate with applicable agreement.
- Level of technical support provided.
- Level of training required for DOH-IT STAFF to be able to utilize the tool
- Level of responsiveness Kurdistan Regional Government
- The Bidder shall provide the breakdown of the required hardware/software and the bill of quantity based on technical sizing exercise to determine the required servers' configuration and architecture including number of applications and database servers, memory size requirements, CPU power requirements and hard disk capacity requirement for each server. Council of Ministers  
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## 2.7 **PCs and Networks:**

- Network hardware and backup/storage devices or large magnetic drive repositories and communication devices.
- Throughout the development of the proposal and defining the software and license requirements, the bidder should consider the following:

**1) None–Microsoft Licenses:** Bidder shall present the breakdown of the required licenses and the bill of quantity as part of the technical and financial proposal

**2) Microsoft Licenses:** Bidder shall present the breakdown of the required Microsoft licenses and the bill of quantity as part of the technical proposal separately from none – Microsoft Licenses.

Additionally, the Bidder shall provide the cost for Microsoft related licenses as an optional component in the financial proposal.

**DOH Duhok encourage (not requires) the companies to apply open source systems to implement the HIS IN AZADI TEACHING HOSPITAL and Pharmacy Department.**





## 2.8 Project Plan

- The winning bidder is required to develop project work plans with DOH- management and related beneficiaries for the process of work.
- The detailed project work plans should include the activities that will be undertaken to achieve the project objectives and deliverables within the required time scales.

## 2.9 The outlines presented:

*Here are other things to consider in estimating the cost of the project:*

### 1. Software licensing fees

The bidder should clarify to DOH from the beginning these points:

- Does DOH need to pay any one time or recurring fees for outside software needed to run its system? For example, fees for database, server software, backup software, etc.
- What is the plan for support to prevent any necessary software reaching its End of Life while EHS is still in service?
- For outside software needed to run DOH's system, what are the current terms of support from its vendor? What is the plan and the cost of upgrades of these software?

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### 3. Compliance with ICDC10 codes

Any disease or diagnosis encoded in the EHS system must use standard ICDC10 codes.

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### 4. Compliance with existing MOH reporting standards

The DOH system should be able to produce reports necessary for the Ministry of Health in Erbil and Baghdad.

#### 4. Requirements Gathering

DOH requires each Bidder to conduct Requirements Gathering within Azadi Teaching Hospital and Pharmacy Department to create their proposal for EHS. Upon winning the Bid, the winner should fully document (in English and/or in Arabic or Kurdish) its findings and include as part of its Deliverable to DOH-Duhok.



### 3.0 Conclusion:

- 1) The winning Bidder is requested to create, configure, install, and document an Electronic Health System (EHS) for Azadi Teaching Hospital and Pharmacy Department that control the flow of data between all departments, sections and units.
- 2) DOH Duhok has the right to replicates this system in other hospitals in Duhok Governorate without any extra costs except for costs for installation, configuration, training, and maintenance in each hospital. The winning Bidder must agree to this provision and specify these costs in their proposal.

#### Section 3.1: Redundant Server?

A redundant server is a backup server, up and running on the network that can take over instantly if the primary server fails.

Often, if the primary and secondary are both functional, both will share duties, increasing overall throughput. But in the event one fails, the redundant box takes over full duties until the primary is back on line.

#### 14:2: Qumatic systems

The Qumatic systems are electronic equipment used for controlling the rows of the visitors for the government hospitals and institutions.

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