



-OFFER PROCESS -



Kurdistan Regional Government

Council of Ministers

Ministry of Health

# DOH-Duhok

(((( ( Tender )))))

## Implement an Electronic System for the Pharmacy Department

(مەرجین پیندقی بو دانانا پروگرامی Pharmacy Department – پشکا دەرمانسازى

ل ریتقەبەریا گشتى یا ساخله میا دھوکى)

الشروط المطلوبة لبناء قاعدة بيانات لبرنامج قسم الصيدلة والمخازن في المديرية

العامة للصحة في دهوك ووحدة الصيدلة في مستشفى ازادي التعليمي في دهوك



### المواصفات:

1. يجب ان يغطي البرنامج الجديد جميل الحقول والمزايا الموجودة في البرنامج المستخدم في قسم الصيدلة والمستلزمات الطبية اضافة الى كافة المميزات الأخرى.
2. يجب ان يكتب البرنامج بلغات برمجة متطورة (يفضل بلغة PHP) وقاعدة البيانات MySQL .
3. مثبت للعمل بشكل جيد في البيئات المتكونة من عدد كبير من المستخدمين والتعامل مع كمية عالية من البيانات.
4. نطاق واسع من الدعم من العديد من المستخدمين.
5. أن يكون بنظام الويب Application.
6. يفضل ان يكون البرنامج مكتوب بلغة ذات مصادر مفتوحة Open source .سهولة الصيانة ، والتعلم ، والتحديث.
7. المستويات القصوى لسلامة البيانات ودقتها.
8. نقطة واحدة من إدخال البيانات لجميع البيانات.
9. إنشاء تلقائي للتقارير الشاملة.
10. مرونة في إنشاء تقارير حديثة.
11. تجهيز يومي وعلى مدار الساعة لمخلص التقارير.
12. مستودع مركزي للبيانات التاريخية والتقارير.
13. مرونة تصدير البيانات الى الأنظمة الأخرى في مختلف النماذج القياسية (csv ، إكسل ، pdf ، ...etc)
14. اجراءات عالية لحماية البيانات والمراجعة.
15. أعدادات وصلاحيات للمستخدمين .



## **Additional Specifications**

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### **Intranet application with following**

#### **features:**

- User interface in Arabic, Kurdish, English
- Integration with bar code scanner for data entry and Query
- Multiuser, multirole (manager, store, pharmacy)
- Stock in/out entry for store and pharmacy
- Standard reports for current stock, expiry, low and zero stock,
- adhoc reporting
- Data import/export
- Integration with central District pharmacy database (to be built)
- Integration with Point of Sales/Distribution pharmacy Application for hospital patients.



## **1 General Instruction to Bidders:**

DOH Duhok aim to prepare an integrated health system in PHARMACY DEPARTMENT. The IHS is an Electronic system which integrates all components of a work flow in PHARMACY DEPARTMENT and Azadi Pharmacy unit into one coherent system.

### **1.2 Objectives**

- 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:**

**The Dead line to apply is:**

**Sep.20<sup>th</sup> 2012**

**Duration for Implementing the Medical System Database is: 6 months**

### **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.
- Failure to prepare bids in accordance with the specifications, terms and conditions will be cause for disqualification.



**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.

**1.5 --- Main points for the Electronic Health System proposed to Pharmacy Department in Duhok.**

**((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.



### **1.7 : 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 Address

- Duhok –

Telephone (+964) 750- 4590047

e-mail: [itprojects@duhokhealth.org](mailto:itprojects@duhokhealth.org)

### **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.

### **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 form 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 department and interacting with other hospitals and Pharmacy Department over the internet
  - Multiuser (minimum 200 simultaneous users)
  - Audit history
  - Password protection
  - Role based access rights
  - Fully licensed, supported software
  - ICDT10 based summary reports
  - Ability to create and run ad-hoc reports
  - Integration with Qumatic SYSTEM
  - 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



#### **2.4 Maintenance:**

- Process for obtaining maintenance:

The bidder should clarify in a clear plan the process of obtain maintenance to

The 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
- 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.



## **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 and Pharmacy Department.

## **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?*

### 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.



### **3. Requirements Gathering**

DOH requires each Bidder to conduct Requirements Gathering within 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.

#### **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.

**I.T Department**

**DOH-Duhok**