

EXPRESSION OF INTEREST(EOI)

PREQUALIFICATION FOR THE SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION, TESTING, COMMISSIONING, AND MAINTENANCE OF A HOSPITAL MANAGEMENT INFORMATION SYSTEM (HMIS) AND ENTERPRISE RESOURCE PLANNING SYSTEM (ERP) FOR PREMIER HOSPITAL.

2024

(Local and International)

Release Date:	1 st March 2024
Submission Deadline:	18 th March 2024
Question/ Inquiry Submission Deadline:	8 th March 2024
Electronic submission to the attention of:	Premier Hospital Procurement
Electronic submission:	tender@premierhospital.org
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1. INTRODUCTION AND BACKGROUND

Premier Hospital, committed to excellence in healthcare, is currently in the process of implementing its strategic plan, focusing on five key pillars: financial sustainability, quality improvement, people and culture, ICT and innovation, and relationship management. As part of the hospital's commitment to adopting ICT and innovation to align with its strategic goals, Premier Hospital is seeking prospective solution providers with a proven track record in delivering integrated Healthcare solutions, Hospital Management Information Systems (HMIS), and Enterprise Resource Planning (ERP) solutions. This initiative aims to enhance patient-centered quality care by leveraging technology to improve the patient experience.

Recognizing the pivotal role of technology in healthcare transformation, Premier Hospital is keen on identifying solution partners who can contribute to the successful execution of its digital transformation journey. The hospital's strategy revolves around the seamless integration of innovative solutions that align with its overarching pillars, ensuring financial stability, enhanced quality of care, a positive organizational culture, and efficient relationship management.

A key component of Premier Hospital's digital transformation strategy is the adoption of a robust Hospital Management Information System (HMIS). This system is considered foundational for the effective functioning of the healthcare institution, playing a crucial role in patient management and various operational facets. Premier Hospital recognizes the significance of an efficient HMIS in not only improving patient treatment and management but also acting as a catalyst for elevating the overall quality of care delivered. The hospital envisions an HMIS that goes beyond traditional functionalities, contributing to medical and clinical insights, procurement efficiency, and financial considerations.

In line with its commitment to innovation, Premier Hospital is open to modernizing and overhauling existing applications and associated peripherals where necessary, ensuring seamless operations, comprehensive reporting, and analytics. The hospital invites solution providers who can contribute to the successful implementation of integrated healthcare solutions, with a focus on aligning technology with the hospital's strategic goals and enhancing the overall healthcare delivery experience for patients.

1.1. Overview

Premier Hospital, situated in Nyali, Mombasa, is a specialized private healthcare facility that prides itself on delivering high-quality emergency, outpatient, and inpatient care. Since its establishment in 2017, the hospital has been committed to fostering a patient-centered culture, providing comprehensive healthcare that addresses all aspects of an individual's health and overall well-being.

The hospital's service delivery model is firmly rooted in the principles of Compassion, Care, and Competence. The dedicated team of Doctors, Nurses, and other Medical Professionals, along with support staff, work collaboratively to offer personalized services that prioritize respect and dignity. Premier Hospital aims to ensure that every patient's experience is as comfortable as possible, emphasizing a holistic approach to healthcare.

Vision:

To be the Healthcare provider of choice in the region

Mission:

To consistently deliver Exceptional Healthcare the Premier Way.

Core Values:

Compassion, Care, Competence

With its 67-bed capacity, Premier Hospital stands as a trusted healthcare institution in Nyali, Mombasa, contributing to the well-being of the community by prioritizing the health and comfort of its patients.

1.2. Objective

Premier Hospital recognizes that its existing systems fall short of meeting the hospital's standards and are not aligned with its goals in the areas of ICT and innovation. To address these challenges, the hospital has put forth a strategic objective to implement a solution that effectively rectifies the critical issues inherent in the current system. The overarching goal is to enhance data accuracy, operational efficiency, and the overall capability to deliver optimal patient care. A pivotal focus of this initiative is the complete transition to a paperless environment, intending to minimize manual processes and enhance information flow. The proposed solution further emphasizes seamless integrations across various healthcare systems, robust reporting mechanisms, and the incorporation of advanced data analysis capabilities. By achieving these objectives, Premier Hospital aims to not only meet but exceed the required standards, fostering a technologically advanced healthcare environment that aligns with the hospital's commitment to ICT, innovation, and the delivery of high-quality patient care.

2. SCHEDULE OF SERVICES

The comprehensive schedule of services for the selected vendor throughout the duration of the contract/engagement with Premier Hospital is outlined as follows:

1. Prequalification for Integrated Healthcare Solutions

- Conducting the prequalification process for the supply, installation, configuration, customization, testing, commissioning, and maintenance of a state-of-the-art Hospital Management Information System (HMIS) and Enterprise Resource Planning System (ERP) for Premier Hospital. This should include a document management system designed in accordance with industry standards.

2. Integration with Existing IT Applications

- Seamless integration with existing IT applications, including specialty systems, to ensure a cohesive digital ecosystem. This also involves integration with third-party systems such as insurance claim portals and payment platforms for enhanced operational efficiency.

3. Integration with Medical Devices

- Integration with various medical devices, including but not limited to Laboratory, Radiology, ICU equipment, and other pertinent medical devices. This integration aims to streamline data flow and ensure interoperability across different departments.

4. Conduct Business Process Mapping:

- Undertaking a thorough business process mapping exercise to understand, analyze, and map out existing business processes. This step is crucial for aligning the HMIS and ERP implementation with the hospital's specific workflows and requirements.

5. Data Migration and Conversion:

- Execution of a robust data migration and data conversion plan for both the HMIS and Finance modules, ensuring a smooth transition from legacy systems to the newly implemented solutions. This includes meticulous handling of historical patient data and financial records.

6. Development of Analytical Dashboard:

- Creation of a sophisticated and user-friendly analytical dashboard tailored for management. This dashboard will provide real-time insights, facilitating informed decision-making and strategic planning.

7. Change Management and Capacity Building:

- Implementation of change management strategies to support the transition to the new systems seamlessly. Additionally, capacity building initiatives will be undertaken, including comprehensive training programs for users to ensure effective utilization of the ERP and HMIS systems.

8. Ongoing System Maintenance and Support:

- Provision of continuous system maintenance and support services to address any arising issues, implement updates, and ensure the optimal functioning of the HMIS and ERP systems. This includes timely troubleshooting, resolution of technical concerns, and regular system audits.

3. FUNCTIONAL REQUIREMENTS

3.1. HMIS Requirements

3.1.1. Patient Experience

Functional Requirements	Detail
1. Patient Journey	<ul style="list-style-type: none"> - Capture and track patient interactions throughout their healthcare journey, from admission to discharge. - Seamless transition of patient records between departments. - Integration with electronic health records (EHR) for a comprehensive view of patient history. - Real-time updates on patient status and location within the hospital.
2. Nursing Management	<ul style="list-style-type: none"> - Efficient management of nursing staff schedules and assignments. - Integration with patient records for timely and accurate nursing interventions. - Monitoring and documentation of vital signs, medications, and care plans. - Communication tools for nursing staff collaboration.
3. Patient Journey Analytics	<ul style="list-style-type: none"> - Analytical tools to track and analyze the overall patient journey. - Identification of bottlenecks and areas for process optimization. - Data-driven insights to enhance patient experience and streamline workflows. - Customizable dashboards for real-time analytics.
4. Patient Safety	<ul style="list-style-type: none"> - Implementation of safety protocols and alerts to prevent adverse events. - Monitoring and reporting of patient incidents and near-misses. - Integration with quality management systems to ensure compliance with safety standards. - Patient identification and verification processes to prevent errors.

3.1.2. Clinician Experience

Functional Requirements	Detail
1. Care Provider Experience	<ul style="list-style-type: none"> - User-friendly interface for care providers to access patient information, medical history, and treatment plans. - Integration with electronic health records (EHR) for a comprehensive view of patient data. - Streamlined workflow for quick and efficient documentation of clinical encounters. - Decision support tools to aid care providers in diagnosis and treatment planning.
2. Clinical Documentation	<ul style="list-style-type: none"> - Comprehensive and customizable electronic documentation of patient encounters and care plans. - Support for voice recognition and transcription to streamline documentation processes. - Integration with diagnostic imaging and laboratory systems for easy access to test results. - Real-time collaboration tools for multidisciplinary care teams.
3. Clinical Decision Support	<ul style="list-style-type: none"> - Integration of evidence-based guidelines and protocols to assist clinicians in making informed decisions. - Alerts and reminders for preventive care, medication interactions, and allergy warnings. - Clinical pathways and treatment algorithms to standardize care practices. - Integration with medical literature and research databases for up-to-date information.
4. Interoperability	<ul style="list-style-type: none"> - Seamless integration with other healthcare systems and external databases. - Health Information Exchange (HIE) capabilities for sharing patient data with other healthcare providers. - Support for industry standards such as HL7 and FHIR for interoperability.

	- Integration with telehealth platforms for virtual consultations.
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3.1.3. Continuum of care

Functional Requirements	Detail
1. Continuum of Care	<ul style="list-style-type: none"> - Seamless coordination of patient care across various healthcare settings and providers. - Integration with primary care, specialty care, and other healthcare entities for a holistic view of patient health. - Care transition management for patients moving between different levels of care (e.g., hospital to home). - Support for care plans that span the entire continuum, considering long-term and preventive care.

3.1.4. ICT and Innovation

Functional Requirements	Detail
1. Telehealth Capability	<ul style="list-style-type: none"> - The system should support telehealth capabilities for virtual consultations and remote patient monitoring. - Integration with video conferencing tools to facilitate real-time interactions between clinicians and patients. - Ensuring security and compliance with healthcare privacy standards during telehealth sessions.
2. Integration with Point of Care Devices	<ul style="list-style-type: none"> - Ability to seamlessly integrate with Point of Care (POC) devices for efficient data capture and monitoring of patient vitals. - Support for medical device connectivity, enabling automatic data transfer to the HMIS. - Compatibility with Personal Digital Assistants (PDAs) for electronic data entry at the point of care.

<p>3. Interoperability Integration (HL7/FHIR)</p>	<ul style="list-style-type: none"> - The system should have robust interoperability capabilities, supporting industry-standard protocols such as HL7 and FHIR. - Seamless integration with external healthcare systems, labs, and databases to ensure data exchange. - Facilitating Health Information Exchange (HIE) for improved collaboration with external entities.
<p>4. Patient Cost Tracking - Activity Based Costing and Analytics</p>	<ul style="list-style-type: none"> - Implementation of activity-based costing mechanisms to track the cost of specific healthcare activities and services. - Analytics tools for analyzing patient costs, identifying cost drivers, and optimizing resource allocation. - Reporting features to provide insights into the financial aspects of patient care.
<p>5. Mobile Application for Clinician and Patient</p>	<ul style="list-style-type: none"> - Development of a mobile application for clinicians, offering access to patient data, schedules, and clinical tools on mobile devices. - Designing a patient-facing mobile application for enhanced engagement, appointment scheduling, and access to personal health information. - Ensuring cross-platform compatibility for both iOS and Android devices.
<p>6. Form Creation for Data Capture</p>	<ul style="list-style-type: none"> - The system should allow users to create customizable electronic forms for capturing specific data elements. - Providing form templates for various purposes such as patient intake, assessments, and surveys. - Ensuring an intuitive and user-friendly interface for seamless data entry and retrieval using electronic forms.

3.1.5. Integration

Functional Requirements	Detail
1. Clinical System Integration	<ul style="list-style-type: none"> - Integration with Labware LIMS (Laboratory Information Management System) with the option of a fully-fledged Laboratory module. - Integration with RIS/PACS (Radiology Information System/Picture Archiving and Communication System). - Integration with Oncology Information System for seamless coordination of oncology-related data and treatments. - Integration with various medical devices (e.g., Vital parameter monitors, Ventilators) for real-time data exchange.
2. Data Repositories	<ul style="list-style-type: none"> - Implementation of data repositories for specific domains such as Drug and Investigation data. - Structured storage and retrieval of essential clinical and non-clinical information. - Ensuring the integrity and security of data within these repositories.
3. Non-Clinical System Integration	<ul style="list-style-type: none"> - Integration with ERP systems, including HR (Human Resources) and Supply Chain modules for streamlined non-clinical processes. - Integration with QMS (Quality Management System) and Incident Management System to ensure compliance with quality standards and efficient incident resolution. - Integration with Data Warehouse/Data Lake systems for comprehensive data storage and analytics capabilities.
4. Integration with Insurance Payers	<ul style="list-style-type: none"> - Integration with insurance payers to facilitate procedures that require preauthorization. - Real-time updates on the status of preauthorization requests and online communication with insurance providers. - Streamlining the billing and reimbursement processes.
5. Digitization of Patient Records	<ul style="list-style-type: none"> - Ability to digitize patient records for easy accessibility and storage. - Integration with medical dictionaries to ensure standardized and accurate representation of medical terms and codes. - Ensuring secure and compliant storage of digitized patient records.

3.1.6. Data Migration

Functional Requirements	Detail
1. Data Migration and Integration	<ul style="list-style-type: none"> - The proposed solution necessitates the migration of data from existing siloed and legacy systems. - The system should support automated data migration processes with minimal manual intervention. - Activities such as exploring and assessing the source data, migrating the data, and ensuring post-implementation accuracy should be supported. - The system design should facilitate seamless integration with current and new systems within its architecture, minimizing impact and changes. - Full integration across modules, functional areas, and external systems should be achieved through a Service-Oriented Architecture (SOA) and design patterns. - The implementation should include a comprehensive strategy for data migration and integration to ensure a smooth transition and continuity of operations.

3.1.7. Population Health Management

Functional Requirements	Detail
1. Performance and Population Health Analytics	<ul style="list-style-type: none"> - The system should include robust performance analytics capabilities to measure and assess healthcare delivery effectiveness. - Population health analytics tools for analyzing health trends, outcomes, and the overall health status of the population. - Real-time monitoring and reporting on key performance indicators (KPIs) related to population health.
2. Disease Surveillance Management	<ul style="list-style-type: none"> - Implementation of disease surveillance management tools to monitor the prevalence and spread of diseases within the population.

	<ul style="list-style-type: none"> - Early detection mechanisms for potential outbreaks or health concerns. - Integration with public health databases and reporting systems for comprehensive surveillance.
3. Publishing Population Health Analytics and Reports	<ul style="list-style-type: none"> - Ability to publish and share population health management analytics and reports with relevant stakeholders. - Customizable reporting features to generate reports tailored to specific needs. - Ensuring data security and compliance with privacy regulations when sharing population health analytics externally.

3.1.8. Ancillary Departments

Functional Requirements	Detail
1. Comprehensive CSSD Module	<ul style="list-style-type: none"> - Implementation of a comprehensive Central Sterile Services Department (CSSD) module for efficient sterilization and distribution of medical equipment and supplies. - Tracking and managing the entire sterilization process, from collection to distribution.
2. Medical Coding Ability	<ul style="list-style-type: none"> - Inclusion of medical coding capabilities for standardizing and analyzing revenue and cost management processes. - Use of standard coding systems such as ICD-10/ICD-11 and CPT for accurate representation of medical procedures and diagnoses.
3. Billing & Collections	<ul style="list-style-type: none"> - Billing and Revenue Management tools for accurate and timely invoicing of healthcare services. - Insurance and Corporate Management functionalities for handling insurance claims and corporate billing. - Support for multiple payment modes to accommodate diverse payment preferences.

4. Clinical Profitability Management	<ul style="list-style-type: none"> - Tools and features to manage and analyze clinical profitability, including revenue, costs, and financial performance related to clinical services. - Reporting capabilities for insights into the financial aspects of clinical operations.
5. Medical Tourism	<ul style="list-style-type: none"> - Support for managing medical tourism services, including patient scheduling, coordination of travel arrangements, and accommodation. - Integration with other modules for a seamless experience, ensuring quality care for international patients.
6. Referral Physician Relationship	<ul style="list-style-type: none"> - Tools to manage and strengthen relationships with referral physicians. - Tracking and analyzing referral patterns and preferences for effective collaboration. - Providing a platform for communication and information exchange between the hospital and referring physicians.
7. Operation Theatre Management	<ul style="list-style-type: none"> - Operation Theatre (OT) Management tools for scheduling and coordinating surgical procedures. - Integration with other modules for streamlined preoperative, intraoperative, and postoperative processes. - Efficient management of OT resources, including staff, equipment, and supplies.
8. Risk and Quality Management	<ul style="list-style-type: none"> - Implementation of tools and processes for risk and quality management within the hospital. - Reporting and analysis features to track and manage quality indicators and identify areas for improvement. - Integration with incident reporting and resolution systems.
9. Blood Bank Management	<ul style="list-style-type: none"> - Tools for effective management of the hospital's blood bank, including inventory control and donor management. - Integration with other modules for seamless tracking of blood usage and availability. - Compliance with regulatory standards for blood banking.
10. Pharmacy Management	<ul style="list-style-type: none"> - Comprehensive Pharmacy Management tools covering pharmacy sub-store management (e.g., Operation Theatre store).

	<ul style="list-style-type: none"> - Inventory and ordering management to ensure optimal stock levels. - Billing functionalities for pharmacy transactions. - Integration with formulary for accurate medication management. - Ability to handle compounding formulations.
11. Dietary Management	<ul style="list-style-type: none"> - Tools for managing dietary services within the hospital, including meal planning and patient dietary preferences. - Coordination with catering services to ensure nutritional requirements are met. - Integration with patient records for personalized dietary recommendations.
12. Laundry Management	<ul style="list-style-type: none"> - Laundry management tools for handling the hospital's laundry services. - Tracking and managing the cleaning and distribution of linens and hospital garments. - Inventory control for efficient use of laundry resources.
13. Ambulance Management	<ul style="list-style-type: none"> - Ambulance management tools for efficient scheduling, dispatching, and tracking of ambulance services. - Integration with patient records for seamless coordination during emergencies. - Real-time tracking of ambulance locations.
14. Quality Management and Reporting	<ul style="list-style-type: none"> - Tools for quality management and reporting, including adherence to quality standards and regulatory requirements. - Reporting features for analyzing and presenting quality metrics. - Compliance with accreditation standards.
15. Bio-medical Engineering	<ul style="list-style-type: none"> - Tools for managing the maintenance and lifecycle of medical equipment. - Bio-medical asset management to track and monitor the hospital's equipment inventory. - Service contracts/AMC management, including third-party maintenance. - Tools for upgrades, replacements, and installation management of biomedical equipment.

3.1.9. Medical Records Department

Requirements	Detail
Medical Information Management	- Implement a comprehensive system for the acquisition, storage, retrieval, usage, and analysis of medical and diagnostic information for patients. - Cover all types of medical records, including Inpatient (IP), Outpatient (OP), Emergency, Ambulatory, and Sub-Specialty records.
Audit Trail Functionality	- Integrate audit trail functionality within the Medical Records Department for tracking and recording changes made to patient information and medical records. - Ensure a secure and transparent audit trail to comply with data integrity and privacy standards.

3.1.10. Security

Requirements	Detail
Data Security Standards Compliance	- Ensure compliance with data security standards such as ISO27001, HIPAA regulation, etc. - Implement robust security measures to protect patient data, maintain confidentiality, and adhere to international standards.
System Validation with Accreditation	- Validate the system to obtain national and/or international accreditations, such as Joint Commission International (JCI). - Demonstrate adherence to accreditation standards to ensure the system's quality and reliability.
Disaster Recovery and Business Continuity	- Incorporate disaster recovery capabilities to ensure the system's resilience in the face of unforeseen events or data loss. - Develop and implement a business continuity plan to minimize downtime and maintain critical functionalities during emergencies.
High Availability	- Design the system with high availability features to ensure continuous and reliable access to healthcare services. - Implement redundant systems, failover mechanisms, and load balancing to minimize service interruptions and downtime.

3.2. ERP Requirements

Functional Requirements	Example Details
1. Human Resource	<ul style="list-style-type: none"> - Employee data management - Performance Management - Payroll processing - Recruitment and Onboarding - Leave management - Training and development tracking - Employee Self-Service Portal
2. Customer Relationship Management - CRM	<ul style="list-style-type: none"> - Customer data management - Interaction tracking - Lead management - Customer service and support
3. Sales & Marketing	<ul style="list-style-type: none"> - Sales lead tracking - Campaign management - Sales forecasting - Customer segmentation
4. Procurement	<ul style="list-style-type: none"> - Vendor management - Purchase requisitions - Purchase orders - Supplier performance tracking
5. Warehouse Management	<ul style="list-style-type: none"> - Inventory tracking - Stock level monitoring - Order fulfillment - Warehouse optimization
6. Quality Management	<ul style="list-style-type: none"> - Quality control processes - Compliance tracking

	<ul style="list-style-type: none"> - Defect tracking - Documented procedures
7. Annual Operating Plan (AOP)	<ul style="list-style-type: none"> - Budget planning - Revenue projections - Expense planning - Financial forecasting
8. Monthly Sales and Operations Planning (S&OP)	<ul style="list-style-type: none"> - Sales planning - Inventory management - Production planning - Demand forecasting
9. Master Data Management	<ul style="list-style-type: none"> - Centralized data repository - Data governance - Data quality management - Data security
10. Inventory Control	<ul style="list-style-type: none"> - Real-time inventory tracking - Stock replenishment - Shipment tracking - Stock valuation
11. Enterprise Asset Management	<ul style="list-style-type: none"> - Asset lifecycle management - Maintenance scheduling - Asset depreciation tracking - Equipment tracking
12. General Ledger (Record-To-Report)	<ul style="list-style-type: none"> - Journal entries - Chart of accounts - Trial balance - Financial statement generation
13. Cost Management	<ul style="list-style-type: none"> - Cost tracking and analysis

	<ul style="list-style-type: none"> - Expense management - Cost allocation - Budget vs. actual analysis
14. Order-To-Cash and Account Receivables	<ul style="list-style-type: none"> - Order processing - Invoicing - Revenue recognition - Credit management
15. Procure-To-Pay and Account Payables (AP)	<ul style="list-style-type: none"> - Purchase order processing - Invoice verification - Payment processing - Vendor payment tracking
16. Cash & Treasury Management	<ul style="list-style-type: none"> - Cash flow forecasting - Bank reconciliation - Investment tracking - Debt management
17. Taxation & Statutory Requirements	<ul style="list-style-type: none"> - Tax compliance - Statutory reporting - Regulatory filings - Tax planning
18. Group Financials Consolidation	<ul style="list-style-type: none"> - Consolidation of financial statements - Intercompany transactions - Currency conversion - Financial reporting
19. BI and Reporting	<ul style="list-style-type: none"> - Customizable reports - Dashboards for key performance indicators - Ad-hoc reporting - Data visualization

20. Audit Management	<ul style="list-style-type: none"> - Audit planning and scheduling - Risk assessment - Audit trails - Compliance reporting
21. Document Lifecycle Management	<ul style="list-style-type: none"> - Document creation and editing - Version control - Document approval workflows - Document archiving and retrieval
22. Contract Management	<ul style="list-style-type: none"> - Contract creation and authoring - Contract approval workflows - Contract compliance tracking - Renewal management
23. Project Management	<ul style="list-style-type: none"> - Project planning and scheduling - Resource allocation - Task tracking - Project budgeting

4. EOI GENERAL INFORMATION

Interested prospective suppliers are requested to submit the following documents as part of their response to this Expression of Interest (EOI):

4.1. Company Documents Required

No.	<u>Company Documents Required</u>
1.	Certified copies of statutory licenses and certifications. Include details of the company's physical premises and contact details.
2.	Company Profile that includes experience in supply and implementation of integrated ERP and HMIS solutions for a hospital of similar capacity and complexity.
3.	Evidence of experience in data migration from legacy systems.
4.	Experience in undertaking change management in ICT projects of similar magnitude.
5.	Brief description of past projects (not more than 5 years) of similar scope delivered to a healthcare institution.
6.	Team composition of proposed key experts for the implementation of ERP and HMIS

4.2. Evaluation Criteria

The documents submitted will be scrutinized by a committee and evaluated **by completing Evaluation Criteria**. Recommendations will be made accordingly. This may include phone and e-mail communications, as well as calls to references to assess and seek clarification of all requirements described in the Evaluation Criteria.

S.N	Criteria/Parameter	Weightage
1	Company Profile: Certificate of Incorporation/Registration Filled Non-Disclosure Agreement (NDA) Filled Supplier Code of Ethics compliance of tax obligations (Valid) CR12 (indicating company's directorship) Affidavit on declaration of litigation history Certificate of accreditation from relevant authority (eg ISO 27001) Proposed solution brief	Mandatory (Yes /No)
2	Financial Information: Audited Financial Statements for the last 3 years (2 Years – 6 Marks; 1 Year – 3 marks)	10
3	Experience in implementing in Large Scale ICT projects At least 3 projects (5 Marks each)	15
4	Evidence of implementation of ERP and HMIS system in similar industry i.e. Healthcare and similar size (+/- 20% of bed size of PHL i.e. 450 beds) of the hospital across the Globe. 5 healthcare projects (5 marks Each)	25
5	Experience in Data migration from legacy systems Minimum 2 data migration projects in the last 6 years	10
6	Experience in undertaking change management in ICT projects Change management resourcing – 4 marks Details of at least 2 projects in the last 5 years - 6 marks	10

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HMIS AND ERP
REF. NO: PHL/PRC/EOI/001/MARCH - 2024**

7	Team composition of proposed key experts (2.5 Marks each) Program Manager Tech Lead Domain expert - Digital Health Solution Architecture Database Architecture BI and Analytics Expert Training Expert Change Manager	20
	Total	90

In order to proceed to the next stage, a bidder is required to attain a minimum of 80% (or 70 Marks).

5. FORMAT OF EOI RESPONSE AND OTHER INFORMATION FOR BIDDERS

5.1. The Response to this EOI should include:

- General information as stated in section 4 above.
- The Technical Capabilities of your organization in accordance with the Functional requirement specified in section 3 above.
- Relevant references or case studies showcasing experience in geographical presence, implementation of seamless ERP and HMIS in healthcare industry including the estimated total costs for supply, installation and support.
- Brief description of the solution and how fits industry best practices and trends that you may consider relevant for The Hospital's EOI scope and considerations

5.2. This is an Expression of Interest (EOI) only.

- This EOI is issued solely for information purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. It does not commit the Hospital to contract for any supply or service whatsoever. Further, the Premier hospital is not at this time seeking proposals and will not accept unsolicited proposals.

5.3. EOI Cost

- Bidders are advised that the Hospital will not pay for any information or administrative costs incurred in response to this EOI; all costs associated with responding to this EOI will be solely at the interested party's expense.

5.4. Interested Bidders

- The interested bidder shall submit an electronic copy of their submission in PDF Format (Original) to tender@premierhospital.org before Wednesday, 18th March 2024 at 11:00 am EAT referenced:

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HMIS AND ERP
REF. NO: PHL/PRC/EOI/001/MARCH - 2024**

*TENDER NO: PHL/PRC/EOI/001/MARCH 2024 - EXPRESSION OF INTEREST(EOI) -
PREQUALIFICATION FOR THE SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION,
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INFORMATION SYSTEM (HMIS) AND ENTERPRISE RESOURCE PLANNING SYSTEM (ERP) FOR
PREMIER HOSPITAL*

Physical copies of responses can also be dropped at the
Procurement Department located at the Main Hospital in Nyali.

5.5. Submission of enquiries

Interested prospective partners, should submit their enquiries to
this EOI in soft copy addressed to tenders@premierhospital.org and
copied to zeyni.adan@premierhospital.org,
catherine.chege@premierhospital.org and
ivan.kiogora@premierhospital.org no later than 18th of March 2023
at 5:00PM East African Time.

6. REGISTRATION DETAILS FOR INTEREST TO PARTICIPATE

6.1. Details of the bidder (mandatory)

Form 1: Details of the bidder	
Organization Name - Full legal name of the bidding organization.	
Contact Information - Address, telephone number, email address, and other relevant contact details.	
Legal Status - Specify if the organization is a sole proprietorship, partnership, corporation.	
Registration Details - Provide information about the registration of the organization, including registration number, date of registration, and relevant regulatory authorities.	
Ownership Structure - Detail the ownership structure of the organization, including stakeholders or shareholders if applicable.	
Experience and Qualifications - Outline the bidder's experience in developing, implementing, and supporting HMIS solutions. Include details of relevant projects, clients, and any certifications or accreditations.	
Key Personnel - Provide resumes or profiles of key personnel who will be involved in the project, including their roles and relevant experience.	
References - Provide contact information for references who can speak to the bidder's capabilities and track record.	
Compliance and Ethics - Confirm compliance with legal and ethical standards, including any relevant certifications (e.g. ISO standards).	

Declaration - Include a declaration stating that all information provided is accurate and complete.	

6.2. Financial information

Form 2: Financial Information			
	FY 2022	FY 2021	FY 2020
Revenue (Kes)			
EBITDA (Kes)			
Total Asset (Kes)			

6.3. Experience Information

Form 3: Experience Information						
No	Client (name)	Client contact name and phone number	Contract reference and brief description:	Date contract awarded	Duration of Maintenance Support	Value of businesses transacted: (Kshs/USD)
1						
2						
3						
4						
5						
6						
7						
8						

6.4. Non-Disclosure Agreement

NON-DISCLOSURE AGREEMENT

The Chief Executive Officer

Premier Hospital,

P.O. Box 30026 – 00100,

Mombasa, KENYA

STRICTLY PRIVATE & CONFIDENTIAL

Dear Sir,

CONFIDENTIALITY AGREEMENT

1. In connection with your consideration of tendering for the Supply and Implementation of HMIS and ERP with Premier Hospital ("The Hospital"), The Hospital in respect of the **EXPRESSION OF INTEREST FOR SUPPLY AND IMPLEMENTATION OF HMIS AND ERP** will provide you with information concerning The Hospital, operations.
2. As a condition to, and in consideration of you being furnished by or on behalf of The Hospital with information, data, materials or experience, whether written, mechanical or oral ("Confidential Information") relating to the Expression of interest you undertake:
 - a) to keep the Confidential Information completely and strictly confidential;
 - b) not to disclose the whole or any part of the Confidential Information to any person (subject to clause 3 and 5 herein) unless authorized in writing by The Hospital;
 - c) subject to (d) below, not to use the Confidential Information for your own benefit, other than to appraise the possible transaction, or for the benefit of anyone other than The Hospital;
 - d) to use the Confidential Information only for the purpose for which it is supplied by The Hospital;
 - e) to maintain the Confidential Information as The Hospital's property;
 - f) not to disclose to any other person that you are engaged in discussions or working with The Hospital in relation to the proposed transaction;
 - g) where any Confidential Information is marked or described as "Privileged" (whether as attracting legal professional privilege or howsoever) to acknowledge and accept the privilege vested in such Confidential Information

(“Privileged Information”) and to treat the same as privileged and, further, to acknowledge that your access to such Privileged Information is not, and shall not be deemed by you to be, any waiver of privilege on the part of The Hospital in respect of Privileged Information; and

- h) to use all reasonable endeavors, whether requested by The Hospital or not, to maintain privilege in the Privileged Information at all times.

This obligation of confidentiality and maintenance of privilege shall not apply to information which you can prove in writing:

- i) was generally in the public domain at the time of disclosure; or
- ii) was lawfully in your possession prior to such disclosure and was not acquired directly or indirectly from The Hospital or any company associated with The Hospital or from a third party under an obligation of confidence; or
- iii) is or becomes public knowledge by act or acts other than those of you or any person related to you; or
- iv) is information furnished to you without restriction by any third party having a bona fide right to do so.

For the purposes of this paragraph 2, no Confidential Information shall be deemed in the “public domain” or “in the receiver’s possession” merely because such information is embraced by more general information.

The term “person” as used in this agreement shall be broadly interpreted to include without limitation any corporation, company, partnership or individual.

3. You shall restrict access to the Confidential Information to the parties who need to know the same for the purpose of appraising and investigating the Business (“Permitted Persons”) and you shall use best endeavors to ensure that the Permitted Persons shall not divulge the Confidential Information (and, in particular, Privileged Information) to any other person and shall deal with the Confidential Information solely in accordance with this agreement. Furthermore, you accept strict liability for any breaches of this agreement by your Directors, Officers, employees, representatives and advisers. You will not, and you shall procure that the Permitted Persons will not, contact any Director, Officer, employee, representative or adviser of The Hospital or the Business other than those specifically designated for the purpose of the proposed transaction.
4. All tangible forms of Confidential Information, including, without limitation, all summaries, copies and excerpts of any Confidential Information, shall be the sole property of The Hospital, and shall be immediately delivered by you to us upon our request or upon termination of your interest in the proposed transaction for whatever reason and you will not retain any copies or other reproductions in whole or in part of such material. You will use your best efforts to destroy or expunge from any computer or other electronic database all notes, analyses, studies, memoranda or other documents prepared by you or Permitted

Persons which contain or are derived from, in whole or in part, the Confidential Information. Notwithstanding the return or the destruction of the Confidential Information, you will continue to be bound by your obligations of confidentiality and use hereunder with respect to all Confidential Information.

5. Without our prior written permission, you shall not and shall use your best endeavors to ensure that the Permitted Persons referred to above do not disclose to any other person the Confidential Information or Privileged Information unless disclosure is required to be made under any applicable laws, codes of conduct and/or industrial relations practices. In the event that you are requested or required by document subpoena, civil investigative demand, interrogatories, request for information or other similar process to disclose any information supplied by The Hospital or The Hospital's representatives, you shall provide us with prompt notice of such request so that we may seek (in so far as practicable) an appropriate protective order or waive any compliance with the provisions of this agreement.
6. This agreement shall form part of all other agreements entered thereafter and shall not be rendered invalid by either a completion of the tendering process or termination of the contract thereafter.
7. You confirm that you are acting in this matter as principal and not as agent or broker for any other person.
8. No failure or delay by The Hospital in exercising any right, power or privilege hereafter shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any other right, power or privilege hereunder.
9. The Hospital shall be under no obligation to accept any offer or proposal related to this agreement.
10. You acknowledge and recognize that any breach by you of this agreement could injure The Hospital irreparably. Therefore, in case of any breach you shall be liable to pay the Hospital general or specific damages which shall be determined by the court and shall be equal to the damages suffered by the Hospital. Accordingly, The Hospital shall also be entitled to seek any orders or any other remedies available in equity to enforce its rights hereunder even after the termination of the agreements entered between the Hospital and yourself.
11. Your obligations hereunder shall also extend to information acquired from The Hospital in connection with the proposed transaction prior to the signing of this agreement.
12. You understand that neither The Hospital nor any of its representatives may at any express or implied representation or warranty as to the accuracy or completeness of the information. You agree that neither The Hospital, nor any of its representatives or advisors shall have any liability to you or any of your representatives or advisors resulting from the information, errors therein or omissions there from. You shall be entitled to rely solely on the representations and warranties made to you in any final purchase agreement.

13. Neither you nor any of your associated companies nor any representative or adviser who have been taking an active role in the transaction and to whom Confidential Information is disclosed to, will for a period of two years from the date hereof either directly or indirectly solicit for employment as a Director, Officer or any other position in the Hospital.

14. This agreement shall be interpreted and construed according to Kenyan law and be subject to the non-exclusive jurisdiction of the Kenyan courts.

Yours sincerely

The undersigned,

Company Name : _____
Name of Approved : _____
Signatory Signature : _____
Title : _____
Email : _____
Date and Stamp : _____

6.5. Supplier Code Of Ethics

SUPPLIER CODE OF ETHICS

_____ company (hereafter referred to as “the company”, commits not to violate any applicable anti-bribery /anti-corruption law(s) and agrees to comply with Premier Hospital’s (hereafter referred to as “the hospital”) Zero Tolerance policy which promotes zero tolerance to corruption.

The company guarantees Premier Hospital that neither the company nor any of its employees;

- a) Has given, offered, or agreed to give or accept any gift or consideration of any kind as an inducement or reward for doing or refraining from doing or having done or refraining to do any act in relation to show favor or disfavor to any person or entity in relation to any contract with the hospital.
- b) Has entered into any contract in connection with which commission has been paid or agreed to be paid to the hospital personnel or their representatives on their behalf or to their knowledge unless, before such contract was made particulars of any commission and of the terms of any agreement for the payment of such were disclosed in writing to the hospital whose written consent was subsequently given to such payment by both the Chief Executive Officer and Head of Procurement.
- c) The company shall not either directly or indirectly engage in business with the hospital employees or their representatives in such a manner that may compromise the institutional relationship such as business biasness. Any such relationships MUST be disclosed in writing by both parties to the tender committee prior to any business transaction with the Hospital.
- d) Neither the company nor any of the company’s employees shall accept for or on their own benefit any trade commission, discount or similar payment or benefit with this contract.
- e) Sufficient measures have been put in place to mitigate supply of counterfeit, adulterated, fake, stolen, or substitute products.
- f) There are no current or potential conflict of interest, and where such exist they will be disclosed in writing to the hospital before any contract for supply of good and service is finalized.

In case there is enough evidence that the company has violated any of the above and indeed engaged in corrupt or bribery, the company will forfeit all outstanding amounts due from the hospital, their services terminated with immediate effect without further notice, and the company as well as any other affiliated company(ies) will be blacklisted by the Hospital. Legal action may also be taken as applicable.

**EXPRESSION OF INTEREST(EOI)
HMIS AND ERP
REF. NO: PHL/PRC/EOI/001/MARCH - 2024**

Yours sincerely

The undersigned,

Company Name : _____
Name of Approved : _____
Signatory Signature : _____
Title : _____
Email : _____
Date and Stamp : _____

Information can be provided to the Hospital by presenting it in person, or in writing, or by telephone to the Chief Executive Officer.

The following contacts may be used: Tel No.: +254 (0) 717 999 000 info@premierhospital.org.