



## **EXPRESSION OF INTEREST**

### **PROCUREMENT AND IMPLEMENTATION OF A HEALTH MANAGEMENT INFORMATION SYSTEM FOR AMREF MEDICAL CENTRE**

**TENDER NO: EOI/AMC/AMREF/04/02/2022/002**



**EXPRESSION OF INTEREST  
IMPLEMENTATION OF HEALTH MANAGEMENT INFORMATION SYSTEM FOR THE  
AMREF MEDICAL CENTRE**

**Section 1: Invitation to Tender**

1. Amref Health Africa invites sealed tenders from eligible service providers for the Expression of Interest in the purchase and implementation of a Health Management Information System for The Amref Medical Centre.
2. A complete set of tender documents can be downloaded from the Amref Health Africa website: <http://amref.org/ways-to-give/tenders/> by interested bidders upon payment of non-refundable fee of **Kshs 2,000**. The payment should be made through either of the following Bank accounts(s): Kenya Commercial Bank, Kipande House Branch, and Account No: 1111429243 OR National Bank of Kenya, Wilson Branch, Account No: 01020058235400.
3. Candidates will then attach the original banking/deposit slip to the tender documents as proof of purchase.
4. Completed Tender Documents for preliminary and technical requirements are to be enclosed in a plain envelope marked with the tender reference number and tender name. **Please note that only one complete tender document is required (Do not provide additional copies).**
5. Tenders must be delivered to the address below not later than **Friday 18<sup>th</sup> February 2022 at 12noon**.
6. Tenders should be dropped at the **Amref Health Africa – Kenya Country Office Tender Box at the Main Reception**. Tenders will be opened at 12 noon on the closing date in the presence of the Tenderers' representatives who choose to attend at the Amref Health Africa Large Lecture room. Electronic bidding will not be permitted. **No bids will be accepted after 12 noon on the closing day.**
7. Interested eligible bidders are also invited for a pre-bid conference to be held virtually on **Tuesday 8<sup>th</sup> February 2022 from 10am to 12noon**. To access the Link for registration for the pre-bid conference, log onto the Amref website.



## **EXPRESSION OF INTEREST IMPLEMENTATION OF HEALTH MANAGEMENT INFORMATION SYSTEM FOR THE AMREF MEDICAL CENTRE**

### **Section 2: Methodology**

**2.1** Bidders should provide a detailed bid response showing their interceded project approaches and work plan.

#### **2.2 Design and configuration of Active Directory**

The system should be able to integrate with the existing Amref Active Directory.

#### **2.3 Training**

The consultant will be expected to;

2.4.1 Train Amref Medical Centre staff, support staff, two server administrators, and two ICT support staff in the following areas:

- I. Use of the system
- II. System server installation and configuration
- III. System client installation and configuration
- IV. Interpretation of errors or notifications
- V. Creation of users
- VI. Management of user rights and permissions

2.3.2 Technical Training manuals should be provided for trainees. The training will be staggered as per departments within the Amref Medical Centre.

2.3.3 The local training will cover but not limited to the following core areas; Patient registration, Billing and Accounts Receivable, Triage/Nursing, Consultation/Doctor Management, Lab Management, Medical services, Drugs management, Appointment/e-Doctor management, Performance/Doctor's report, Asset Management, Administrative management.

#### **2.4 Implementation of Service Level agreements and service contracts**

Standard Information Technology Service Management dictates that a service level agreement for every service offered be provided for by the service provider and managed by the client. We therefore propose to introduce service level agreements with support escalation matrices for the service providers, case resolution times and credits for the client in cases of total outages of the systems over a specified period of time. We shall require one SLA agreement that covers the items below renewable after two years:

- Customer-centric support
- Availability of ICT support
- Upgrading system versions
- Integration and automation
- Any other support



**EXPRESSION OF INTEREST  
IMPLEMENTATION OF HEALTH MANAGEMENT INFORMATION SYSTEM FOR THE  
AMREF MEDICAL CENTRE**

**Deliverables**

- 1. Workplan**
- 2. Active directory**
  - Active directory implemented
  - Users moved to domain level
- 3. Laboratory Information Management System**
  - Should be aligned to ISO15189
- 4. Training**
  - Training of Amref Medical Centre staff, support staff, system administrators and ICT staff
  - Training program provided
  - Training materials provided
- 5. Service level agreements and service contracts**
  - SLA agreement effected and operational.

**Timelines**

- a) The project completion should be valid for a period of **ninety (90) days** from the date of issue of award letter but can be extended if the consultant would not have completed the work in the specified period due to some unforeseen circumstances agreed upon by Amref and the Consultant.
- b) Bidders shall provide a detailed bid response showing their intended project approach and work plan.

**Project Plan**

- a) The Consultant shall provide a detailed work plan on the intended activities for the duration of the consultancy
- b) The system development consultant and Amref shall work together to ensure the successful installation of the HMIS system.

**Section 3: Conditions to Tender**

**3.1 Definitions**

3.1.1 In this Contract, the following terms shall be interpreted as indicated: -

- a) The Procuring entity” means the organization purchasing the service/goods.
- b) The Tenderer’ means the individual or firm supplying the Goods/services under this Contract



**EXPRESSION OF INTEREST  
IMPLEMENTATION OF HEALTH MANAGEMENT INFORMATION SYSTEM FOR THE  
AMREF MEDICAL CENTRE**

**3.2 Application**

- 3.2.1 These General Conditions shall apply in all Contracts made by the Procuring entity for the implementation of the Health Management Information System.

**3.3 Standards**

- 3.3.1 The services /goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications

**3.4 Use of Contract Documents and Information**

- 3.4.1 The tenderer shall not, without the Procuring entity's prior written consent, disclose the Contract, or any provision therefore, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring entity in connection therewith, to any person other than a person employed by the tenderer in the performance of the Contract.
- 3.4.2 The tenderer shall not, without the Procuring entity's prior written consent, make use of any document or information enumerated in paragraph 3.4.1 above
- 3.4.3 Any document, other than the Contract itself, enumerated in paragraph 3.4.1 shall remain the property of the Procuring entity and shall be returned (all copies) to the Procuring entity on completion of the Tenderer's performance under the Contract if so required by the Procuring entity

**3.5 Patent Rights**

- 3.5.1 The tenderer shall indemnify the Procuring entity against all third-party claims of Infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Procuring entity's country

**3.6 Project Timelines**

- 3.6.1 The successful bidder shall be expected to undertake the project within the time agreed in the contract.

**Section 4: Service Level Agreements (SLAs) and Service Contracts**

- 4.1** Standard Information Technology Service Management dictates that a service level agreement for every service offered be provided for by the service provider and managed by the client. Tenderers must indicate the expected SLA agreements and the annual costs including any subscription costs.

- 4.1.1 There shall be service level agreements with support escalation matrices for the service providers, case resolution times and credits for the client in cases of total outages of the systems over a specified period of time.



**EXPRESSION OF INTEREST  
IMPLEMENTATION OF HEALTH MANAGEMENT INFORMATION SYSTEM FOR THE  
AMREF MEDICAL CENTRE**

**Section 5: Evaluation Criteria**

Interested bidders are requested to respond with the following details:

1. The proposed software
2. Estimated cost of acquisition including the licensing model
3. Draft implementation plan/timeframe
4. Post-implementation Support structure

In addition, eligible bidders should provide the mandatory requirements tabled below:

**A: Preliminary Evaluation Criteria**

MANDATORY REQUIREMENTS		MAX SCORE	SCORE	COMMENT /REMARKS
1.	Copy of Certificate of Incorporation/Certificate of Registration	1 OR 0		
2.	Copy of valid KRA Tax Compliance certificate	1 OR 0		
3.	Must attach the company profile with a brief history about the company/ organization including senior management structure	1 OR 0		
4.	Must submit copies of 3 audited financial reports (2018, 2019 and 2020) and each must be signed and dated by the auditor and the firms Directors	1 OR 0		
5.	Must provide complete certified bank statements for the last 3 months (October 2021 – December 2021) signed and stamped by the bank on every page	1 OR 0		
6.	Job references for similar assignments your company has undertaken for institutions within or outside Kenya within the last three years – From 2017 to date (attach LPOs, appointment letters/contracts for the consultancies) in a multi country setup.	1 OR 0		
7.	Must provide a copy of relevant government registration/trading license relevant to this tender	1 OR 0		
8.	Must attach original deposit/banking slip as proof of purchase of tender document	1 OR 0		
9.	Must attach a recent client/Customer referral letter (from 2017 to date)	1 OR 0		
10.	Must attach at least 3 CVs for the organization’s lead consultants	1 OR 0		
<b>TOTAL SCORE</b>		<b>10MKS</b>		

**Note: Bids missing any of the above mandatory requirements numbered 1 to 10 will be considered as non-responsive bid and shall not proceed to the technical evaluation stage.**



**EXPRESSION OF INTEREST  
IMPLEMENTATION OF HEALTH MANAGEMENT INFORMATION SYSTEM FOR THE  
AMREF MEDICAL CENTRE**

**B: Technical evaluation criteria**

TECHNICAL REQUIREMENTS	MAX SCORE	ACTUAL SCORE	COMMENT/REMARKS
<p>1. <b>The proposed software</b></p> <ul style="list-style-type: none"> <li>• Name and version of Software <b>(1mk)</b></li> <li>• The software should seamlessly integrate the following among other modules;               <ul style="list-style-type: none"> <li>I. Microsoft Dynamics ERP <b>(1mk)</b></li> <li>II. Mobile Money and Online Payments platforms <b>(2mks)</b></li> <li>III. Office 365 <b>(1mk)</b></li> <li>IV. Electronic Document Management System <b>(1mk)</b></li> <li>V. Data analytics, Visualization and dissemination <b>(1mk)</b></li> </ul> </li> </ul> <p>NB: Integration Properties of the Modules:</p> <ul style="list-style-type: none"> <li>✓ Each of the above Modules shall be embedded with Reporting and Analytics functionalities</li> <li>✓ Seamless integration of customer/patient data across the various modules</li> <li>✓ Allows mobile application</li> <li>✓ Vendor to provide information/guidance on best approach to optimize utilization of respective modules listed above (I – V) and provide confirmation if optimal functionalities of the modules is dependent on other external platforms</li> </ul> <p style="text-align: right;"><b>(max 7mks)</b></p>	7marks		
<p>2. The software should provide a secure web based portal for remote access remote users and partners and/or Sub-recipients <b>(5mks)</b></p>	5marks		
<p>3. Provision of Branches/Divisions, multi company and Multi Currency <b>(3mks)</b></p>	3marks		
<p>4. <b>What is the Licensing model?</b></p> <ul style="list-style-type: none"> <li>I. Perpetual <b>(1mks)</b></li> <li>II. Feature based <b>(1mks)</b></li> <li>III. Subscription <b>(1mk)</b></li> </ul> <p style="text-align: right;"><b>(max 3mks)</b></p>	3marks		



**EXPRESSION OF INTEREST  
IMPLEMENTATION OF HEALTH MANAGEMENT INFORMATION SYSTEM FOR THE  
AMREF MEDICAL CENTRE**

<b>TECHNICAL REQUIREMENTS</b>		<b>MAX SCORE</b>	<b>ACTUAL SCORE</b>	<b>COMMENT/REMARKS</b>
5.	Have they provided: I. Hardware requirements - Premise/Cloud? <b>(1mk)</b> II. Is Disaster recovery in consideration? <b>(1mk)</b> <b>(max 2mks)</b>	2marks		
6.	<b>Draft implementation plan/ timeframe</b> I. <b>Timeframe</b> a. Over 1 year <b>(0mks)</b> b. Less than 1 year <b>(2mks)</b> II. <b>Milestones</b> a. Business requirements <b>(1mk)</b> b. Customization <b>(1mk)</b> c. Testing <b>(1mk)</b> d. Training <b>(1mk)</b> e. Data Conversion & migration <b>(1mk)</b> III. <b>Post-implementation Support structure</b> a. Local <b>(2mks)</b> b. International/Remote <b>(1mk)</b> <b>(max 10mks)</b>	10marks		
7.	<b>Technical competencies – Demonstrated working functionality In the following modules</b> I. Patient Registration <b>(2mks)</b> II. Billing and Accounts Receivable <b>(2mks)</b> III. Triage/Nursing <b>(2mks)</b> IV. Consultation/Doctor Management <b>(2mks)</b> V. Lab Management <b>(2mks)</b> VI. Medical Services Module <b>(2mks)</b> VII. Drugs Management <b>(2mks)</b> VIII. Appointment/E-Doctor Management <b>(2mks)</b> IX. Performance/Doctors reports <b>(2mks)</b> X. Assets Management <b>(2mks)</b> XI. Administrative Management <b>(2mks)</b> <b>(max 22mks)</b>	22marks		
8.	Quality Assurance certification <b>(1mk)</b>	1mark		
9.	Automated database backup and restore, High Availability and replication. <b>(4mks)</b>	4mark		
<b>TOTAL SCORE</b>		<b>/57</b>		
<b>TO BE INDICATED BUT NOT RATED</b>				
10.	Estimated cost of acquisition including the licensing model and implementation			





**EXPRESSION OF INTEREST  
IMPLEMENTATION OF HEALTH MANAGEMENT INFORMATION SYSTEM FOR THE  
AMREF MEDICAL CENTRE**

TECHNICAL REQUIREMENTS		MAX SCORE	ACTUAL SCORE	COMMENT/REMARKS
11.	Estimated cost of customization, testing, training and data conversion/ migration.			
12.	Post-implementation Support structure			

**Note: Bidders who score below 70% in the Technical requirement will be considered as non-response and therefore will be eliminated at this stage**

**Section 6: Submission Guidelines**

Application guidelines are available in the following website: <http://amref.org/ways-to-give/tenders/>. Proposals should be enclosed in a plain envelop marked:

**“EOI/AMC/AMREF/07/01/001/2022”**

and deposited in the big tender box at Amref Health Africa, Kenya Country Office, next to the main reception so as to be received on or before **Friday 18<sup>th</sup> February 2022 at 12:00 Noon**. Electronic bidding will not be permitted. Applications should **NOT** be submitted to any other contact except to the address provided:

**Group Financial Resources Director,  
Amref Health Africa in Kenya,  
Wilson Airport, Lang’ata Road  
P.o. Box 30125 - 00100  
Nairobi, Kenya.**

*Amref Health Africa reserves the right to accept or reject any or all bids and is not bound to give reasons for its decision*