

E-SERVICES AND BACKEND SYSTEM FOR EXPATRIATES MEDICAL CHECKS Tender No. (86/eGov./2024)

Q1	In Project Definition, point 2.2 states that “all processes performed at the main laboratories are out of scope.” Could you kindly provide a clear list of processes that are in scope and out of scope?
A1	The services and processes listed in the RFP are indicative, it is the winning bidder responsibility to define all processes during the data gathering phase, taking into consideration that any process inside the main laboratories only are out of scope.
Q2	We request additional details regarding the barcode system and medical testing machines, including: <ul style="list-style-type: none"> • Their names, models, and any available manuals. • Clarification on whether these machines store data in specific databases, and if so, will we have access to these databases? This information will help us confirm our ability to connect to the machines for reading and writing purposes.
A2	No barcodes are available right now, while the testing machines used are mentioned in the RFP, Annex (5.9) The testing results from the testing machines are stored in specific databases, and the winning bidder shall integrate with them using HL7 protocol
Q3	In the Major Stakeholders section المؤسسات الحكومية , is listed as a شريك الخدمة . Could you provide more details about these governmental institutions, including their roles and expectations?
A3	The governmental entities could be users on the system, asking for an appointment for testing the residents working in it.
Q4	In Term 2.2.2 Major Stakeholders, it is mentioned, “any update or modification on any API from the above is the winning bidder’s responsibility.” Could you clarify if this includes: <ul style="list-style-type: none"> • Developing APIs for stakeholders who do not have ready APIs? • Addressing cases where an API returns incomplete or missing data?
A4	It is winning bidder responsibility to address any incomplete or missing data from an API already available over GSB as well as developing and building API as mentioned in the RFP. Its winning bidder responsibility to (consume/amend web service over GSB, build new APIs from entity and stakeholder side or web form based on MoDEE standards) the selected option will depend on the conducted assessment by the winning bidder.
Q5	In Section 2.3.2: High-Level Description of System(s) Requirements, it is stated that the system should include “10 reports for MOH and stakeholders.” Could you provide more details on: <ul style="list-style-type: none"> • The nature and scope of these reports. • Whether the winning bidder is responsible for designing and building them.

A5	MoH will provide the winning bidder with the report details, and the winning bidder shall build the report and design and build the dashboard
Q6	Regarding the Printing and Scanning System, the requirements specify the ability to print and scan documents. Could you clarify whether the hardware for printing and scanning will be the winning bidder's responsibility?
A6	No, the hardware needed for printing and scanning is out of the winning bidder scope.
Q7	In the Winning Bidder Activities section, it is stated that the bidder must "issue a service report after each site visit, registering the reported incident, its root cause, and the procedures followed for resolution, including recommendations to prevent recurrence." Could you provide additional information on: <ul style="list-style-type: none"> • The expected format and content of these reports. • Whether there are any specific templates or guidelines that must be followed.
A7	There is no specified template available. The service report shall contain: <ul style="list-style-type: none"> • The description of the issue (incident). • Root cause (reason why the incident happened). • The followed procedure to solve the incident (how the bidder solved it). • Recommendation: if any recommendations to prevent reoccurrence of the same incident.
Q8	Given the complexity of the project and the level of detail required, we kindly request an extension to the submission deadline until 15th January. Could you confirm if this would be possible?
A8	Extension to 20/1/2025
Q9	Need more information about the current Laboratory Information System (provider, technology, availability of APIs and Integration layer)
A9	The LMIS used in the main laboratory is based on Vista technology; no APIs are available now to integrate with.
Q10	What is the required scope of work for integration with the current laboratory information system?
A10	It is the winning bidder responsibility to integrate with the systems used in the expatriates' directorate and the LMIS used in the main laboratories (two-way integration) to send orders and get the test results back.
Q11	Need more details about the current barcode system, is it required to integrate with this system
A11	Please refer to answer of Q2
Q12	Is it required to integrate with Sanad platform (portal and mobile app) or only Sanad mobile app?

A12	Only SANAD mobile App
Q13	Provide details about the existing MOH databases and the required scope of work for the integration.
A13	Oracle Database 12C, with data size around 12 Gigabytes, and the winning bidder is responsible to migrate the data from it to the new one.
Q14	Provide details about the current database that is required to be migrated to the new system.
A14	Please refer to answer for Q13
Q15	Is this going to replace the existing system?
A15	Yes
Q16	Is this a purely eServices system or also to automate the full backend laboratory process?
A16	It is e-service in addition to automate the full backend process in the expatriates directorate
Q17	<p>The service within this scope of work is currently provided in (Chest Diseases, Expatriates and Professional Health Department) head quarter, 18 other centers, and main laboratory in Amman as mentioned in the Annex (5.9), all processes performed at the main laboratories are out of scope. And the winning bidder shall study and perform the best integration with the current Laboratory Information System.</p> <p>We understand from this that the scope of this project is to build and automate the eService only. No work is required from Lab/LIS backend processes and systems other than integrating with the LIS and perhaps the RAD to get the final test results. Is this correct understanding?</p> <p>What is the current LIS implemented in these centers (commercial or in-house built), give details please? Is it one central LIS or one LIS per Lab/location?</p>
A17	Please refer to answer for Q10 and Q16
Q18	<p>The solution shall be able to integrate with a barcode system to print and read barcodes on the specimens collected.</p> <p>This functionality is part of the LIS, can you explain how the current system in scope of this project is going to print and use the barcode? Is the test accessioning going to be done through the new system or the existing LIS? Please provide a comprehensive scenario to clarify.</p>

A18	The new system shall be able to generate and read barcodes for the testing specimens, and the system shall be integrated with the LIS, the whole comprehensive scenario will be discussed during the data gathering phase
Q19	<p>The solution shall integrate with the medical testing machines to transfer the barcode reads and testing results to the system electronically, the testing machines and types used in each center is mentioned in Annex (5.9).</p> <p>This integration done between the analyzers/machines and the LIS system the E-Services system is going to integrate with the LIS to retrieve the results and not from the machines directly.</p> <p>A middleware needs to be put in place to interact with the machines and deal with host code mapping to the LIS test catalog. Please confirm is the machine integration is between the machines and the LIS or between the machines and the new E-Services System?</p> <p>Do you require a middleware for this integration?</p> <p>Please provide a comprehensive scenario to clarify.</p>
A19	The integration required is between the machines and the new system. The winning bidder will be responsible for developing the API required for this integration. This API will enable the machine to consume the necessary data and push it back to the new system, facilitating two-way data exchange as part of the transaction, the whole comprehensive scenario will be discussed during the data gathering phase
Q20	<p>All integrations between the different modules and the electronic exchange of healthcare information shall conform to a set of data integration standards, such as (HL7, FHIR).</p> <p>Are there backend systems to integrate with other than the LIS?</p> <p>Does your LIS system expose HL7/FHIR APIs?</p>
A20	All systems used by the testing machines and the LIS system expose HL7/FHIR