



TERMS OF REFERENCE (TOR) OF THE QUEZON CITY GENERAL HOSPITAL SUPPLY, DELIVERY, INSTALLATION AND CONFIGURATION OF DOCUMENT MANAGEMENT SYSTEM (DMS) SOFTWARE for MEDICAL FRONTLINERS.

I. RATIONALE:

The aim of the Document Management System (DMS) is for the **MEDICAL FRONTLINERS** and paperless communication processes in the **QCGH** operations and to contribute to effective patient treatment services through Communication and Information Technology (C.I.T.) and to upgrade **QCGH** with modern state-of-the art equipments and software to provide better medical services to the Quezon City citizenry.

II. PROJECT OBJECTIVES AND DESCRIPTION

Document Management System for Medical Frontliners of Quezon City General Hospital.

1. To upgrade the **QCGH** by the computerization of the primary and core process/operations.
2. To digitize and adopt paperless transactions and avoid queuing amid the COVID-19 pandemic.
3. To improve **QCGH** patient care and treatment through accurate patient records data handling via Document Management System (DMS), Electronic Medical Records (EMR) & Hospital Information System (HIS).
4. To improve **QCGH** patient care and treatment through accurate patient records data handling via Document Management System (DMS) software integrated and compatible to QCGH-OutPatient Department (OPD)-Electronic Medical/Health Records (EMR).
5. To minimize loss and destruction of patient treatment records through the use of electronic patient records data or digital scan saving in Document Management System (DMS) storage.

III. SCOPE OF WORK

1. The solution provider shall install Document Management Systems software under the name of Quezon City General Hospital with the following standard capability, qualifications meeting the following requirements;

1.1 The **Document Management System (DMS)** capable to save scan the softcopy of all hardcopies in Medical records to digital documents, viewing on web base and configuration on server and other computer devices.

1.2 Training and Area Coaching

The solution provider shall further provide the following training, area coaching and orientation programs to the hospital wide personnel in batches with the end in view of properly transferring technology and utilization of the Document Management System controller, to wit:4

QCGH Management
QCGH-IT System administrator
Medical frontliners
Medical Records Department

IV. AREA OF COVERAGE

1. Out-Patient Department (OPD), Medical records, QCGH Main Building, HOPE 4 and QCGH Management

V. PROJECT STANDARDS AND REQUIREMENTS

1. The Service Provider must be in the IT Industry and must comply to the following requirements':

1. Submit copies of company's organizational structure, manpower, schedule, functions, and duties.

2. Submit the following certifications;
 - a. Microsoft Gold Certified Partner
 - b. PhilHealth Accreditation

3. Servers and Computers

a. Server specification:

- i. Server RACKMOUNT MAIN DATABASE SERVER, Xeon with Intel Boost and Intel Hyper Threading (32 logical cores), **128GB** Memory ECC FB DDR4, **16TB or higher** SAS Drive in RAID and Real-Time data backup. Network Controller: Embedded 1Gb Ethernet 4-port 331i Adapter, **Windows Server** Standard 2019 OLP 16 cores Government Core License, and **SQL Server** Standard 2019 OLP NL Government. with 2KVA UPS include Rockmount, Monitor 18.5" display, contrast ratio: 20,000,000:1, and 16:9 screen ratio, Keyboard and mouse same brand of unit.
- ii. One (1) Heavy Duty Scanner, Sensor type: ADF, Scanning modes: simple/duplex, color/grayscale, monochrome. Light source: White LED array x 2, Document size: 216x355.6 mm (8.5 x 14 in). Paper weight: 27 to 413 g/m (7.2 to 112 lb.) *A8 size: 127 to 209 g/m (34 to 56 lb.) DailyDutyCycle: 6,000sheets. Optical resolution: 600dpi. Power requirements: AC 100 to 240 V. Dimension: Width x Depth x Height: 300 x 170 x 163 mm (11.81 x 6.69 x 6.42 in.) Weight: 4.2kg(9.26 lb). Environment compliance: ENERGY STAR / RoHS
- iii. Server compatible and integrated with Hospital Information System (HIS), Electronic Medical/Health Records (EMR) with cores of the processor and other related SQL and Operating System (O.S.) compatibility.

4. System Software features

a. Relational Database Management System (RDMBS)

- b. Web based application system
- c. DMS version to EMR 9.0.36.2 and updated version
- d. Up-to-date security features to ensure integrity and reliability of database
- e. Audit trailing of transactions
- f. Documentation

5. Projected Schedule/Timeline – Gantt Chart
Identifying project milestones and duration

6. The contractor must issue an Affidavit of Undertaking committing to non-disclosure of the agency's data upon receipt of Notice of Award and the conduct of Training.

7. The system software provider shall provide 24/7 on-call technical support services in the course of implementation.

8. Report to QCGH Management any update to the system.

2. System compatibility to the Hospital Information System (H.I.S.), Electronic Medical/Health Records (EMR), PhilHealth Information System (PHIC) departments need to digital or scan their documents report to **Department of Health (DOH)**;

3. Solution provider must have an operational **HIS** at least hospital **25** hospital government and/or private installation with Microsoft Gold Certified Partner and Philhealth Accredited (**DOH Requirements**)

4. Provision of Application, Customization/Professional Services and implementation services

- System installation and configuration
- Procedural study and data adjustments
- Project Planning and Management, Review Meeting, Result of Planning;
- Technical Updates

5. Provision of Documentations

The solution provider shall provide a complete documentation for the deliverables. **QCGH** shall own any and all documents and shall reserve the right to reproduce at no additional cost.

The documentation must be written in English of durable construction with concise and high quality presentation to include but not limited to the following:

- Table of contents
- libraries
- User Manuals
- Technical/Reference Manual
- System/Operation Manual
- Troubleshooting and Installation Guides

All documentation must be in hard copy and soft copies accompanied with a compact disc/USB copy on (e.g. Microsoft Word for Windows) format and delivered to the **QCGH**.

VI. PROJECT DURATION

The project shall be completed within one (1) month from date of Notice to Proceed (NTP).

VII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract is **P7,529,246.00**

VIII. BASIS OF PAYMENTS

1. Fifteen percent (15%) upon complete delivery and conduct of a Project installation.
2. Forty-four percent (44%) upon deployment of the Document Management System DMS hardware and software to QCGH.
3. Forty percent (40%) upon system utilization and Final acceptance and submission of QCGH Document Management System (DMS) documentations (both soft & hard copy);
4. One percent (1%) retention upon completion of project one (1) year from date of final acceptance.

IX. PENALTIES CLAUSE FOR SERVICE INTERRUPTIONS

The Document Management System (DMS) provider is required to be available seven (7) days a week.

- a) Allowable technical support response = 6 hours
- b) Service for Non Conformance in the event that the maximum allowable technical support will be exceeded, Document Management System provider will be required to provide rebates to the QCGH which shall be the number of hours in excess of the allowable hours of technical support computed in six (6) hours.

X. CANCELLATION OR TERMINATION OF CONTRACT

Should there be any dispute, controversy or difference between the parties arising out of this TOR, the parties herein shall exert efforts to amicably settle such dispute or difference. However, if any dispute, controversy or difference cannot be resolved by them amicably to the mutual satisfaction of the parties, then the matter may be submitted for arbitration in accordance with existing laws, without prejudice for the aggrieved party to seek redress before a court of competent jurisdiction.

The guidelines contained in RA 9184 and its revised IRR shall be followed in the termination of any service contract. In the event the City terminated the Contract due to default insolvency, or for cause, it may enter into negotiated procurement pursuant to section 53(d) of RA 9184 " and its IRR.

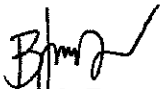
XI. WARRANTY

The Document Management System (DMS) shall be free from any and all defects in material server equipment and workmanship for a period of five (5) years within the warranty period from date of final acceptance of the project and that same shall substantially conform to the specifications provided under the Terms of Reference (TOR).

XII. SERVICE LEVEL AGREEMENT (SLA)

The Solution Provider shall provide 24/7 on call technical support services in the course of the implementation of the project and during the warranty period.

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