

Request for Information (RFI)

Issued by:	Americares Foundation, Inc.
Date Issued:	November 1- 2017
For the procurement of:	Logistics & Health Management Information Systems Solutions
Deadline for Submission:	December 1- 2017
For:	Strengthening Supply Chain and Inventory Management in El Salvador Project
Implemented by:	Americares Foundation, Inc.

Background

Routine health information systems (RHIS) are essential for monitoring and evaluation (M&E) health service delivery, and for planning and managing resources. Two pillars of RHIS are health management information systems (HMIS) that collect and use service data from health facilities, and logistics management information systems (LMIS) that collect and use medicines supply data from health and storage facilities.

After performing baseline analysis and problem prioritization workshops focused on the current state of the logistics management information systems (LMIS) and health management information (HMIS) data of private, nonprofit, healthcare facilities participating in our Access to Medicines program, Americares El Salvador seeks to pilot and implement a robust software solution to adequately address identified product and information management challenges. As current data-capture and analysis processes and tools are either nonexistent or unnecessarily manual and being collected via paper based systems, this solution will improve information management and decision-making at the clinic level, thereby contributing to higher quality patient care.

Purpose

The vast majority of private, nonprofit, healthcare facilities within our network currently use paper-based information systems to capture data in the areas listed below, or lack adequate systems for data-capture and analysis entirely. Americares is interested in responses to the RFI that provide software solutions that can be used at the health facility level that can provide the integration of logistics management information system (LMIS) and health management information system (HMIS) data to improve supply chain performance and service delivery at health facilities in order to eliminate unnecessary duplication of time and energy dedicated to information management and data analysis processes. The purpose of this RFI is so we can explore what systems are available in the Latin American and the Caribbean (LAC) regions and to continue the further study and contribution towards enabling a technology that can integrate HMIS and LMIS data and/or reviewing interoperable systems that capture HMIS and LMIS data effectively and then creating a platform for application program interface (API) integration. This will enable the project to meet its objectives in improving the LMIS and HMIS data collection and ultimately the services of private, non-profit healthcare institutions in our network in Latin America and the Caribbean.

The “Strengthening Supply Chain and Inventory Management Program” is primarily concerned with data-capture and analytics from the following workflow modules:

- Clinic or Hospital Management and Planning around the below activities:
 - o Monitoring and Evaluation Reporting for Management based on Key Performance Indicators (still to be determined by institutions)
 - o Warehouse management
 - o Pharmacy management
 - o Finance Management
- Supply Chain
 - o Procurement

- Requisition
- Receiving
- Storage
- Dispatch
- Transport
- Forecasting
- Capacity Planning (storage & personnel)
- Distribution Planning
- Patient Information Management
 - Patient Registration
 - Patient Medical History

In providing these facilities with an inventory management software solution, AmeriCare hopes to achieve the following:

- Support order requisition process for timely delivery of medicines, both from the supplier to the clinic as well as from the clinic's warehouse to different medical areas within a hospital or clinic.
- Provide users the ability to track inventory, consumption and receipts.
- Provide the managers with the ability to monitor reporting and data quality.
- Allow quick and easy access to users/sites so staff can review patient profiles and accounts and deliver timely service.
- Provide management and operational information to help make timely business decisions at the health facility.

Functional and Technical Specifications

All submitted proposals must contain detailed specification of the **products offered, including description of product solution offered applicable to standard warehouse, pharmacy, and patient information management within a hybrid LMIS/HMIS system**. The Project Proposal shall be described in terms of the total cost of ownership including all upfront and recurring costs, and take into consideration all necessary hardware, software, and networking components for implementation over the life of the LMIS/HMIS.

Specifically, your company should address the following characteristics and functionality, and disclose any restrictions of the product offered using the following key to fill out the rightmost column in the table below

KEY:

Yes	Your company's system possesses this functionality currently, without modifications
No	Your company's system does not possess this functionality and it is not possible to add
Partial	Your company's system is working on adding, or has partial functionality
Config.	This functionality can be added or removed based on our requirements

Specification- Objective Theme:

HMIS	health management information systems: collects and reports program information, such as incidence of disease, client/patient information, and health services rendered
LMIS	logistics management information systems: data about health products, such as quantities dispensed, stock on hand, losses, and adjustments
Other- O	Finance, accounting, IT, other administrative function

General Characteristics	Input Below:	Data Theme
EXAMPLE: Provide a stable and highly available environment	Yes	
Provide a stable and highly available environment		O
Provide access to on-line help (with resources in both English and Spanish)		O
Allow printing of forms, tables, data fields, screen shots		O
Provide access to technical support for the application functions and technical system performance and management (with resources in both English and Spanish)		O
Run on modern mobile phones, tablets (android) as well as desktop/laptop computers generate order requisitions		O
Fully accessible mobile application either through web browser interface or a stand-alone application compatible with both Windows based and Apple systems;		O
An intuitive, user friendly user interface for clinic personnel with flexible presentation in the user interface;		O
comprehensive, intelligent search capabilities;		O
perform basic inventory management functions of receiving, tracking consumptions, batch/lot management, first expiry first out, stock adjustments		LMIS
reporting capabilities to support improved decision making on fulfillment, quantification and forecasting.		LMIS
pre-populated field entry from specific list(s) or other system(s) maintained to minimize data entry errors;		O
the ability to export reports into Microsoft suite of products;		O
automated methods for performing routine tasks (printing, info transfer, product transfer, document signing), instead of requiring multiple steps;		O
the ability to track financial data, facility budgets;		O
the ability to present clinic staff with customizable forms to meet their specific job function;		HMIS
customizable dashboards		
Role/Profile Management	Input Below:	
Maintain transaction log history		O
Enable configuration by role of rights to enter data		O
Enable item master updating by local system administrators		O
Enable system administration by local staff		O
Enable the system to detect incompatible versions of software running on different components		O
Enable customization to any administrative structure or number of levels		O
Provide means to add additional languages, currencies, and calendars		O
Operations	Input Below:	
Back up data so that it is recoverable in the event of a system or hardware failure		O
Support synchronous and asynchronous updates		O
Accommodate loss of connectivity to components		O
Be deadlock free, described as a situation where two or more competing actions are each waiting for the other to finish, and thus neither ever does		O
Enable access to the central system from all levels of the health system		O
Enable deployment in an environment subject to power loss		O
Enable deployment in an environment subject to loss of connectivity		O
Allow for client devices with low bandwidth or irregular connectivity		O
Security	Input Below:	
Support definitions of unlimited roles and assigned levels of access, viewing, entry, editing, and auditing		O
Require each user to authenticate by role before gaining access to system		O

Protect system servers with an internet firewall		O
Be secured against viruses and malware		O
Be kept up to date on security updates		O
Provide a report of a current source code audit against security threats		O
Provide encrypted communication between components		O
Security controls and enforcement process		O
Technical Design	Input Below:	
Developed in Visual, .Net, Java, PHP, SQL, Oracle, and/or MySQL		O
Allows unrestricted direct access to the database		O
Allows for remote access by system administrators and program managers		O
Has a workflow engine that allows configuration of the clinic's processes; supports basic workflow features including sequential and parallel steps, recognition of events to trigger further actions, and branching/decision logic based on the data involved and on the user performing the action.		O
Exchange data with other approved systems		O
Enable a task to be canceled and rolled back to previous state		O
Generate unique record number(s) i.e., for requisitions		O
Provide access from internet-enabled devices		O
Support a range of data entry devices and form factors		O
Enable electronic data interchange (EDI)		O
Display item master appropriate for each corresponding administrative level		O
Have the ability to access the system at all levels/stores		O
Accept data from multiple input methods including paper, online web forms, PC asynchronously, PC synchronously, bar code, RFID		O
Log transactions at time of data entry		O
Provide asynchronous and synchronous data synchronization		O
Provide a search interface		O
Enable flexible search criteria for accessing transactions by any data element including item number, requisition, vendor, date, location, status, etc.		O
Support real time data entry validation and feedback to prevent data entry errors from being recorded		O
Provide appropriate calculations at time of data entry		O
Enable a task to be interrupted and resumed		O
Requisition, Resupply, Inventory Management	Input Below:	
Manage both push and pull systems		LMIS
submit requisitions for approval electronically		LMIS
Approve and authorize requisitions electronically		LMIS
Automatic calculation and resupply quantities		LMIS
Order fulfillment and tracking through delivery		LMIS
Manage cold chain program, product, and equipment		LMIS
Inventory management - product description, NDC #, lot #, expiration, quantities, location		LMIS
Reporting	Input Below:	
Generate stock status for individual items at any and/or all levels for any time period		LMIS
Generate stock consumption report at any and/or all levels for any time period		LMIS
Generate requisition activity reports for any open, modified, and cancelled requisitions for any level, location, and time period		LMIS
Generate report of medicines under minimum threshold and/or out of stock		LMIS
Generate report of medicines and supplies near expiration		LMIS
Generate report of expired products		LMIS
Generate product destruction report at any and/or all levels for any time period		LMIS

Generate product re-distribution report for any time period		LMIS
Generate product damage/loss/shrinkage/adjustments report at any and/or all levels for any time period		LMIS
Generate report of medicines received and dispatched at any and/or all levels for any time period		LMIS
Generate income and expenditure report for purchases and donations		O
Generate report of average consumption of medicines and/or supplies at any and/or all levels for any time period		LMIS
Generate monthly patient #s and demographic report (age, gender, etc.)		HMIS
Generate monthly disease state prevalence report		HMIS
Generate accounting report for specified time period		O
Generate other customized reports as needed – to be discussed during configuration phase		O
Provide an interface to a third-party report-generation tool		O
Aggregate and visualize data		O
Analyze data using Pivot Tables, Dashboards, Charts, and GIS		O
Licensing	Input Below:	
Include the number of licenses available at each pricing level		O
Describe licensing guidelines and restrictions for distribution of software to our network of clinics		O
Describe source code ownership, and whether or not it is accessible to AmeriCare as a deliverable of the project		O

In addition to products offered, bidders should also include capability statements including similar work/past performance. As the RFI calls for both products and implementation capabilities bidders should provide details on both. Information will be considered current as of the closing date for the RFI.

The purpose of this RFI is to create a fair and open process to gather market information regarding the Logistics Management and Information System and HMIS solutions. This will enable the project to meet its objectives in improving the LMIS/HMIS pharmaceutical administration services of private, non-profit healthcare institutions in our network.

Project Plan

The vendor shall furnish and deliver a narrative and graphical version of the Project Plan, showing all required tasks and how the tasks are to be accomplished.

The following milestones shall be included:

1. Delivery
2. Installation and configuration
3. Conversion and testing
4. Training
5. Implementation
6. “Go-Live”
7. Period of support beyond “Go Live”

Project Budget

The vendor shall furnish and deliver a Project Budget, showing costs for all activities of the Project.

The Project Budget shall be described in terms of the total cost of ownership including all upfront and recurring costs, and take into consideration all necessary hardware, software, and networking components for implementation over the life of the LMIS.

Instructions for Submission

Deadline

Information should be submitted based on the guidelines listed in this RFI. Information and all correspondence and documents relating to the offer shall be in English or Spanish. Information must be sent by email to jhughes@americares.org and acanchola@americares.org and kerrera@americares.org no later than Dec 1st, 2017. Please include in the email subject line : **“RFI- El Salvador LMIS and HMIS Solutions”**

Questions

All questions, concerns, comments, and requests regarding the requirements of this RFP should be submitted in writing directed in a single email to the following email addresses: jhughes@americares.org and acanchola@americares.org

Confidentiality

By submitting this proposal, you are authorizing Americares to share your offer with its primary stakeholders.