

Clarification Questions and Answers received as of 22/02/2011

QUESTION:

Please clarify the following aspect – the RFP requests to submit a proposal for development of the pilot primary health care institution information system (RFP, cover page) while the ToR specifies that the scope of the project is to compliment the functionalities of the health information system which is presently running at the clinic (RFP, 2.General information, paragraph 3). Should we propose a solution for a fully information system which will replace the existing one or a solution which will contain required functionalities which will complement the existing information system?

ANSWER:

Within this project it is required to deliver a web portal solution having the functionalities described in the ToR. The existing information system will remain in place. The new web portal shall be able to use the data and information from the existing information system, not to replace it.

QUESTION:

Please provide details about existent information system at the clinic:
a. Did it contain external interaction interfaces?

ANSWER:

The existing information system is prepared to use external interaction interfaces. These interfaces shall be identified during the analysis phase of the project and shall be developed accordingly.

b. What technologies, frameworks and database where used in developing existent information system? We need this information in case we will need to extend the current solution to be able to interact with web portal.

ANSWER:

The existing information system is based on Microsoft platform (MS SQL Server, IIS, .NET framework).

QUESTION:

Please provide the results of the analysis of the present system containing the identified areas where existing features can be supplemented and improved (RFP, 2.General information, and paragraph 4).

ANSWER:

The mentioned paragraph refers the preparatory work carried out during the process of elaboration of this ToR. The results of the analysis are actually the ToR and the requested functionalities described in it.

QUESTION:

Does the existing information system applications supports data exchange through WS-events?

ANSWER:

Yes, the existing information system supports data exchange trough WS-events

QUESTION:

What is a platform of existing information system applications?

ANSWER:

The existing information system runs on a Microsoft platform.

QUESTION:

What is a platform of existing information system database?

ANSWER:

Microsoft SQL Server.

QUESTION:

Does the existing information system applications support Web-services as following:

- Registration of new patients (synchronizing both patient accounts: web-portal account and account existing information system application one);
- Get patient details;
- Create new appointment (including time-scheduling, specialists/laboratory-scheduling);
- Reschedule appointment;
- Cancel appointment;
- Get appointment details;
- Get patient electronic health record in IHE XPHR format?

ANSWER:

The existing information system applications supports above mentioned web services.

QUESTION:

If the existing information system application does not support above listed web-services please specify the existing database structure and API allowing to send and get appropriate data to/from existing information system.

ANSWER:

See answer to q4.

QUESTION:

If it is supposed that all such back-end functions as:

- patient accounts management;
- appointments management;
- resources (doctors, laboratories, doctor offices, etc.) scheduling management;
- patient electronic health records management;
- etc.

must be implemented as front-end web-portal ones, please specify it.

No, the above-mentioned back-end functions will not be implemented in the front-end web portal.

QUESTION:

Please specify a number of users to be trained during the project by categories:

- system and database administrators;
- key-users;
- end-users.

ANSWER:

As we discussed with the beneficiary (Clinica), one of the goals of this project is to minimize the involvement of their personnel in maintaining the web site.

In my opinion the number of persons to be trained is as following:

- System and database administrators: 1
- Key-users: the persons currently working on the reception desk at the Clinica
- End-users: not relevant since the end users will be any person who will enter

the site.

The user manual will be published on the site but no training will be provided for the end-users.

However, all above will be agreed in the contracting phase, including with the Clinica administration.

QUESTION:

Please specify the number of local users working with existing information system application?

ANSWER:

This is not relevant for the project.

QUESTION:

Please specify the number of local users simultaneously working with existing information system application?

ANSWER:

This is also not relevant since the website will be separated from the existing information system.

QUESTION:

Please specify the total number of patients (with prognosis dynamics by years)?

ANSWER:

For the current proposal stage this is not relevant, general statistics of a patient flow is public information.

QUESTION:

Please specify the number of patients supposed to be simultaneously worked with web-portal?

ANSWER:

At least 100 users shall be able to work simultaneously on the web portal. However, please notice that this number can be affected by the hardware platform and the Internet connection, which are not the subject of purchasing within this project. The software solution shall be designed in order to allow the above-mentioned number of users.

QUESTION:

Please specify the total number of patient electronic health records already stored in existing database and its average size (in Kilobytes).

ANSWER:

The size in KB is not relevant for the project.