

Pre-bidding Conference Minutes
RFP for the provision of services for development of the pilot primary health care institution information system / Upgrade for E-(M) Health Services
17 February 2011, 11:00
UN Conference Room

Agenda of the day:

1. Short introduction on RFP purpose
2. Qs & As

1. SHORT INTRODUCTION ON RFP PURPOSE

- Purpose:
- Selection of one company to provide Information and Communication Technology (ICT) services for the development of the **Primary health care institution information system/ upgrade for e-(m) Health Services**;
 - Main objective of the project is to enhance the information technology system running in the primary care clinic by adding web patient interaction.

2. Qs & As

Question: Could you please specify if all the certifications requested for the personnel are mandatory and eliminatory for this tender?

Answer: Certification of the personnel in all areas mentioned in the solicitation documents will be an advantage. Based on those certificates the offer will get higher points which will increase the chances of the company to be awarded the contract. The lack of certain certificates does not disqualify the offer.

Question: What do you mean through "International certification"? Is a certificate issued in Romania considered international?

Answer: Any certificate, stipulated in the solicitation documents, or their equivalent will be accepted. The certificates have to be issued by an internationally recognized and accredited institution.

Question: Why is an ITIL certificate requested?

Answer: ITIL certificate is not a mandatory request. In this matter, ITIL certification proves the deep understanding of technology infrastructure management concepts to achieve the project objectives in terms of technological components by providing information services to meet business requirements and user requirements, thereby ensuring that they will benefit from a coherent system able to meet both business needs and requirements of technical documentation. As shown in the literature, possession of skills on IT service management methodologies including the development involves the ability to measure and improve performance, both in terms of the communication process between IT and business area and the supply of services to meet business requirements and user demands, which, ultimately, will result in a plus for the system will be achieved.

Therefore, two experts having similar experience will be considered to be compliant with the requirements specified in the ToR but only the expert who will present a copy of his certification will receive the score as described in the documentation.

Question: Why is a CBAP certificate requested?

Answer: CBAP certificate is not a mandatory request. The project purpose is to increase the efficiency of public health services. It is an advantage that the expert proposed will have detailed business processes analysis skills, demonstrated through a CBAP or equivalent certification.

Therefore, two experts having similar experience will be considered to be compliant with the requirements specified in the ToR but only the expert who will present a copy of his certification will receive the score as described in the documentation.

Question: What kind of previous experience in e-governance is requested? How it will be quantified?

Answer: An advantage will be considered proven experience in developing e-services at national level. The company will receive the maximum points if they have experience of developing similar informational systems or of a higher complexity. An experience of a lower degree of complexity will receive fewer points for this criterion.

Question: Why a certificate ISO 27001 is requested for this kind of task?

Answer: This certification ensure the premise that the contractor understand and handle the information contained in this system at a very high level in terms of security of information contained herein. This certification is not mandatory, but it makes the difference between two potential contractors in terms of proving their capabilities in relation with information security.

Question: It is mentioned that this is a pilot project, what kind of pilot is it? Will there be any similar projects?

Answer: The project will be replicated and implemented in other healthcare institutions nationwide, upon the request of Ministry of Healthcare.

Question: What about if the bidder is part of a consortium?

Answer: In case of consortium, detailed information on each member should be presented, including company organizational structure, experience of each member; and it should be clearly stipulated who is the leader in the consortium as the contract shall be signed with the leader who assumes the overall responsibility for subcontracting other members' staff and services. If the consortium has previous experiences with other similar projects it should be clearly stipulated.

Question: Is it allowed to engage part-time consultants in the project?

Answer: Yes, the CVs of the key consultants have to be submitted with the offer before the deadline. The list of the key consultants will be included in the contract for signature. Once the offer is submitted the name of the consultants could not be changed. If the expert is not employed by the company an intention of agreement between the company and the expert should be included in the offer.

Question: Considering the complexity of the project, what would be the budget of the project?

Answer: Yes, there is a budget allocated for system implementation which cannot be disclosed. The bidders must present their technical proposal in accordance with the requirements stipulated in the solicitations documents (ToR, Instruction to Offerors, Concept and Technical Requirement, etc.) that makes 70% from the total score and, separately, a financial proposal to cover the works proposed in the technical one that makes 30% from the total score. That is why it is very important to submit as much information as possible about the qualifications of people that will be involved in the project as it is an essential part of the technical proposal. The winner will be evaluated against the evaluation criteria described in the solicitation documents.

Question: Additional questions regarding the technical specification can be sent later? If yes, are there any deadlines in accepting questions for clarifications?

Answer: Yes, questions will be accepted 2 weeks prior the deadline of the tender. There is no guarantee that the questions received after 25 February 2011 will be answered on time.