Pre-bidding Conference Minutes
On the RFP for the development of e-Health patient appointment scheduler
02 August 2011, 10:00
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 **e-Health patient appointment scheduler.**
- Main objective of the project is to grant patients a transparent, cost-efficient and permanent access to most sophisticated consultative and diagnostic services, upon family doctors and specialists online scheduling.

2. Qs & As

Question: *What is the vision of UNDP Moldova regarding the extension of the system? Will new features be added to the system?*

Answer: The system must be interoperable and it should allow connection with other informational systems. These features will not be added within the same project and will be implemented upon Ministry of Healthcare request.

Question: *Who will be recording the patients? The entries in the patients' database will be made by the hospitals or by the CNMS?*

Answer: The operators appointed in healthcare institutions will do the appointments. No patients' database will be created. The scheduler will work as an electronic queue. The operator will enter each appointment individually. Neither the patient personal information, nor the medical examination results will be stored within the system.

Question: *Why do you require so many international certificates if the system planed to be developed are rather simple?*

Answer: Taking into account the short implementation period, the company that developed the technical specifications has set these minimum requirements. The requirements were set to ensure successful development and implementation of the system in time and quality.

Question: *The companies that do not have these certificates will be disqualified?*
Answer: Yes.

Question: *If the offer will propose integration of the e-Health information system within the e-services governmental portal shall this be considered as an advantage?*

Answer: No, the system is expected to be as simple as possible.

Question: *Implementation of this system will exclude the possibility to set appointments through other methods?*

Answer: No. Each healthcare institution has a certain quota of appointments for the sophisticated consultative medical equipment. The Ministry of Healthcare is the one who sets that quota. The diagnostic centers will receive the appointment request and will be able to make the appointments by themselves.

Question: *Should the proposal include the database or other software licenses?*
Answer: The fee for software and database licenses should be quoted within the offers. This should cover all relevant licenses which will be required by the system's proper usage