

Tender Reference: UHS/MED/EQP/TENDER/0022/2023
Tender Expiry Date: 03.07.2023

13.06.2023

Description: Patient Engagement Mobile App

No.	Item Description	Qty
1	Patient Engagement Mobile App	1

Dear Valued Vendors

The Hospital Management has decided to invite vendors for a Tender. You, as a vendor are requested to participate in the tender process by submitting your offer for one or more of the items described in attached document.

The Tenderer should comply with the following terms & conditions:

1. All the prices should be presented in UAE Dirham.
 - a. Price of equipment as listed above.
 - b. Price of consumable (complete list).
2. **Offshore vendors may only participate if they have established a partnership with a local entity in the UAE.**
2. The Specification of the proposed product should be clear, informative & include Brand, Origin, Unit of Measure, Qty and Delivery Period.
3. The price quoted is inclusive of the delivery/ installation or as mentioned in the technical requirement (specified in the attached document) to **University Hospital Sharjah.**
4. The financial offer should be on you company letter head containing authorized signatory and may please be sent to the attention of Director of Finance and Administration, **University Hospital Sharjah, PO Box 72772, Sharjah in a sealed document.**
5. All deliveries should be made for ordered quantity in full to our Main Warehouse, located in the Hospital vicinity or as specified on the Purchase Order/ Contract.
6. As a part of the Tender document, the Vendors are requested to provide their valid Trade License, Name and Designation of the Managing Director/General Manager/Sr. Manager who has authority to bind their company for business relationship. Also is required the authorization letter/Agency certificate providing the confirmation that the vendor is legalized to supply the items on behalf of the manufacturer/principal company.
7. Standard payment terms are 90 days from the date of completion of delivery of all the items ordered or as specifically agreed in writing by the Materials Management Department of the University Hospital Sharjah.
8. Any delays or short supply or non-conformance may result in the termination of Purchase contract and/or imposition of penalty for delayed supplies as per the discretion of the Hospital Management.
9. The proposed items should be evaluated & approved by our Hospital Technical team before confirmation. Once the agreement is signed off, the supplies will have to correspond to the

same quality, specification and source as originally agreed and any deviations will be considered as non-compliance with agreed terms.

10. The brand/manufacturer mentioned should be maintained during the Purchase contract period.
11. Any defective products should immediately be replaced with new ones, as and when notified within a maximum period of one month of date of notification.
12. University Hospital Sharjah will be constantly evaluating the compliance of Contracted Terms and consistency in supplies throughout the duration of the Purchase contract. Should Vendors not be meeting the requirements of University Hospital Sharjah, we reserve the right to cancel the contract giving 1 month notice.
13. Purchase Contact details (landline, mobile, emails) of the responsible person/s should be mentioned.

14. Tenders should be submitted in two sealed envelope and submitted to Administration

Office Finance Department- UHS:

- a. **The Technical Specification details (PLEASE DO NOT INDICATE ANY FINANCIAL VALUE IN THIS).** If requested for additional clarifications and details these needs to be submitted to University Hospital Sharjah- (**Materials Management Department**).
 - i. The technical offer should conform to the Indicative specification as per attachment.
 - ii. Completed indicative specification document to submit along with the technical offer (hard copy).
 - iii. Reference hospital where the equipment is currently installed.
 - iv. Authorization letter from the Principal Company indicating you as a company is authorize to sell
 - v. Soft Copy (CD or USB)
 - vi. FDA/ CE or MOH certification
 - vii. Safety Certification from reputed regulatory organization.
- b. **The Financial Offer** address to Director of Finance and Administration, University Hospital Sharjah with **tender reference**.

All above document should be submitted before the tender expiry date, all documents submitted after the expiry date will not be accepted.

15. University Hospital Sharjah reserves the right to accept / reject the tenders without assigning any reason thereof.
16. Tender will be awarded project wise as per the Purchase contract.
17. Quality, Price, after sale services are combined parameters for tender evaluation.

Scope of Work for a Patient Engagement Mobile Application

1. Introduction

This Scope of Work (SOW) outlines the key functional and technical requirements for the design and development of a Patient Engagement Mobile Application. The application's primary goal is to enhance patient engagement, increase transparency, and streamline communication between patients and healthcare providers.

2. Project Objective

The project aims to create a robust, user-friendly mobile application that can be seamlessly integrated into the existing healthcare infrastructure. It will enable patients to have easy access to their health information and facilitate interaction with healthcare providers.

3. Functional Requirements

3.1. Patient Registration

The application should provide a secure and straightforward patient registration process.

- **Existing Patient Registration:** Existing patients already registered in the TrakCare system (HIS) can use the mobile application by receiving an automated signup code sent to their registered mobile number. This code is used for authentication and is essential for registration on the mobile application. Upon receipt of the signup code, existing patients can register on the mobile app using various methods - entering the signup code directly, via email, or through UAE Pass.

- **New Patient Registration:** For new patients not yet registered in the TrakCare system, the application should offer a separate registration process. New patients can register directly on the mobile application by UAE PASS or by providing their Emirates ID and relevant demographic information. In this case, a signup code is not required, making the process easier and more straightforward for new users. This feature ensures that the mobile application is accessible to all potential users, including those not yet part of the existing healthcare system.

The designed registration process aims to facilitate easy onboarding for both existing and new patients while ensuring the appropriate security measures are in place to protect patients' sensitive health information.

3.2. Family Proxy Feature

This feature empowers a designated family member, typically the head of the family, to act as a proxy, managing the accounts of their dependents.

- **Proxy Actions:** As a proxy, the family head can perform various actions on behalf of the dependent family members. These actions may include booking appointments, viewing medical records, downloading prescriptions, and accessing lab results, among other functions.
- **Consent-based Access:** To safeguard privacy and conform to healthcare regulations, this feature will function based on proper consent. The family proxy feature's information will be fetched from the Hospital Information System (HIS) only after obtaining appropriate authorization.

3.3. Appointment Management

This feature should offer a seamless way for patients to manage their appointments.

- **Real-time Access:** Patients should be able to view, book, reschedule, and cancel appointments based on the real-time availability of doctors.
- **Data Synchronization:** The appointment data should be synchronized with the TrakCare system in real-time, ensuring up-to-date information is available on both platforms.
- **Appointment Confirmation:** This feature will send a push notification to patients a day before the appointment, asking them to confirm their attendance
- **Appointment Reminders:** This feature will send push notifications to patients before their appointments based on a time span that can be set up by the administrator. The system should support sending multiple push notifications for the same appointments.

3.4. Access to Lab Results and Radiology Reports

Patients should be able to view and download their lab results and radiology reports conveniently.

3.5. Patient Feedback

This feature allows patients to share feedback about their experiences.

- **Customizable Feedback Form:** The system should allow administrators to design and customize the feedback form that is pushed to patients. This will ensure that the feedback collected is relevant and adaptable to changing needs or areas of focus.
- **Push Notifications:** After each visit, patients should receive a push notification encouraging them to provide feedback and rate their experience, including interactions with doctors and clinical teams.
- **Feedback Reporting:** The system should provide a mechanism for hospital staff to extract reports or statistics from the patient feedback provided. This data-driven approach will help inform areas of improvement and measure patient satisfaction

3.6. Prescription Management

This feature will allow patients to view and download their prescriptions directly from the application.

3.7. Information Access for Anonymous Users

This feature allows unregistered or anonymous users to access specific information about the healthcare facility and services.

- **Doctor and Specialty Listings:** Anonymous users can view a directory of current doctors, their specialty areas, professional experience, qualifications, and other relevant information. This transparency helps potential patients select a doctor that fits their needs before registration.
- **Doctor Availability:** The application should provide anonymous users with a real-time view of doctor availability. This includes the doctors' working hours, available slots for appointments, and their current patient load. This feature assists potential patients in planning their visits according to their preferred doctor's availability.
- **Offered Packages:** The application should present a list of currently offered healthcare packages, including descriptions of what each package includes, prices (if applicable), and any other relevant details.
- **Accepted Insurances:** To facilitate financial planning, the application should provide a comprehensive list of insurance providers that the healthcare facility accepts.

4. Technical Requirements

The mobile application should be built following best practices and standards for mobile application development.

- **Platform Compatibility:** The application should be developed to be compatible with both iOS and Android platforms.
- **Data Hosting:** The application's database should be hosted in a cloud environment located within the United Arab Emirates. This is to ensure data sovereignty and comply with local data protection regulations.
- **Integration:** The application must be capable of integrating with existing Hospital Information Systems, specifically TrakCare (Intersystems).
- **Data Security:** The application should comply with relevant healthcare data protection standards, such as HIPAA for patient data privacy and confidentiality.
 - Vendor/cloud service provider should provide certification of security compliance.
 - WAF should be used to defend applications from all types of web threats.
 - Should have regular/periodic security Audits. The audit reports have to be shared to the customer.
 - Requirements for communication and connections to transfer patient data from your cloud service to UHS and vice versa.
 - Vendor has to declare the protocols and encryption standards are used to secure communication
- **Scalability:** The application should be scalable to support a growing user base and accommodate future features and updates.
- **User Interface:** The application should offer an intuitive, easy-to-navigate user interface, considering the diverse user base.

5. Deliverables

The final deliverables for this project will include:

1. A fully functioning cross-platform mobile application
2. Documentation for the mobile application including user manual and technical documentation
3. Source code for the mobile application if applicable

For University Hospital Sharjah

Materials Department