

Tender Reference: UHS/MED/EQP/TENDER/0014/2023

13.06.2024

Tender Expiry Date: 25.07.2024

Description: Voice Recognition System

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.
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.

For University Hospital Sharjah

Materials Department

University Hospital Sharjah

Voice Recognition System

1. Introduction:

University Hospital Sharjah is seeking proposals from qualified vendors for the implementation of a comprehensive voice recognition system. The purpose of this system is to streamline and enhance various operational processes within the hospital, ultimately improving efficiency, accuracy, and patient care.

2. Background:

University Hospital Sharjah is a leading healthcare facility dedicated to providing high-quality medical services to our community. As part of our commitment to innovation and excellence, we are seeking to integrate a state-of-the-art voice recognition system into our existing infrastructure.

3. Objective:

The primary objectives of implementing a voice recognition system at University Hospital Sharjah are:

- Enhancing physician and staff productivity by enabling hands-free documentation of medical records, and other clinical notes.
- Improving accuracy in documentation through advanced speech recognition technology.
- Enhancing the overall patient experience by ensuring timely and accurate communication between healthcare providers and patients.

4. Scope of Work:

The scope of work for this project includes, but is not limited to, the following:

- Supplier should submit a proposal of 50 Doctors.
- Proposal should include the cost of each additional Doctors license.
- The vendor will conduct a thorough assessment of our hospital's specific needs and requirements for a voice recognition system.
- Designing and configuring a voice recognition system tailored to the unique requirements of University Hospital Sharjah.
- Two-way Interface will be built for integration between UHS EMR and Voice recognition system.
- HL7 protocol will be used for the Integration between EMR and Voice Recognition system.
- Integrate the voice recognition system with the hospital's existing EMR (Electronic Medical Record) system to enable seamless access to patient records and documentation. Integration with existing electronic medical record (EMR) systems (Diagnosis, Procedure, Allergies, Medical Report, Clinical Notes etc.) and other relevant modules.
- Ensure interoperability between the voice recognition software and other hospital systems to facilitate data exchange.

- In-built Clinical decision support is required to assist clinical staff to complete the documentation/clinical notes based on the selected diagnosis, procedures, allergies and other medical details.
- Conduct workshops with each specialty doctors to understand the clinical document process and assist them to prepare required documentation using voice recognition system.
- Conduct comprehensive training sessions for healthcare staff who will be using the voice recognition system.
- Train users on how to use voice commands effectively, correct recognition errors, and optimize documentation workflows.
- Conduct a pilot test of the voice recognition system in a controlled environment, such as a specific department or unit within the hospital.
- Gather feedback from users regarding usability, accuracy, and efficiency.
- Analyze feedback from the pilot test to identify areas for improvement.
- Fine-tune the voice recognition system settings, vocabulary, and user interfaces based on user feedback and performance metrics.
- Deploy the voice recognition system hospital-wide after successful pilot testing and refinement.
- Provide ongoing support and assistance to users during the initial rollout phase to address any issues or concerns.
- Installation of hardware and software components, testing, and implementation of the voice recognition system across relevant departments and units within the hospital.
- Providing comprehensive training to hospital staff on the use of the voice recognition system and ongoing technical support and maintenance services.
- Training Material, User manual and other technical and functional documentation will be required.
- Ensuring compliance with relevant healthcare regulations (e.g., HIPAA) and implementing robust security measures to protect patient data and confidentiality.
- Establish monitoring mechanisms to track the performance and usage of the voice recognition system.
- Implement regular maintenance procedures, including software updates, hardware maintenance, and user support, to ensure optimal functionality over time.
- Supplier will provide an expert technical and functional resources to work with customer team to accomplish the Voice Recognition system implementation and also for the integration with EMR under this contract.
- The Customer IT team retains full authority to assess the capabilities of the assigned supplier team resources. If deemed necessary, the Customer reserves the right to request the

replacement of any assigned resource with individuals possessing higher qualifications and experience.

- Supplier will provide all required support to Customer in case if any issue/bug identified in the software or in the integration with HIS and will resolve the issue/bug on priority.
- Supplier will notify customer as and when the updates are released for the interface. Both parties should be mutually agreed on the upgrade process.
- Supplier will provide required servers and storage infrastructure for the installation of the Voice Recognition system. Supplier will provide licensed operating system and all other required licensed software's for the installation of Voice Recognition software.
- Supplier will be responsible to provide all accessories e.g. Microphones, cables, connectors etc. required for the use of the voice recognition system.
- Supplier should ensure that the Voice recognition system must be scale able and if required supplier will support the process of adding more doctor in voice Recognition system.
- Customer will provide only on demand access of the server to supplier for any activity.

5. Proposal Requirements:

- Vendors interested in responding to this RFP should provide the following information:
- Company Profile: Overview of the vendor's experience, expertise, and track record in providing voice recognition solutions for healthcare facilities.
- Proposed Solution: Detailed description of the proposed voice recognition system, including features, functionalities, and benefits.
- Implementation Plan: Detailed plan for the installation, configuration, and implementation of the voice recognition system at University Hospital Sharjah.
- Training and Support: Description of the vendor's training program for hospital staff and ongoing support and maintenance services.
- Cost Proposal: Breakdown of all costs associated with the implementation of the voice recognition system, including hardware, software, installation, training, and ongoing support.
- References: Contact information for at least two references from healthcare organizations within United Arab Emirates where the vendor has implemented similar voice recognition solutions.