Republic of the Philippines
D E P A R T M E N T   O F   H E A L T H
PHILIPPINE CHILDREN'S MEDICAL CENTER
Quezon Avenue, Quezon City 1100
website: www.pcmc.gov.ph email: officeofthedirector@pcmc.gov.ph
Trunk Line: 8588-9900 to 20 Direct Line: 8924-6601

NOTICE OF AWARD
NOA-2023-031

BIZBOX, INC.
2F Bayanihan Center Annex
132 Pioneer St. Mandaluyong City
Mobile No.: 0917 594 9328 / 0923 604 1519

Dear Sir / Madam:

This is to inform you that based on the result of the Public Bidding conducted on November 29, 2022 for the project stated below under Invitation to Bid No. IB 2022-160, as per BAC Resolution No. R2023-01-065, your proposal was found to be the Single Calculated and Responsive Bid (SCRB):

ITEM DESCRIPTION	TOTAL COST
One (1) Lot Supply, Delivery and Installation of Electronic Health Record (EHR) with Telemedicine System, Queuing Management System and Document Management System *(Refer to Terms of Reference and Annex "A" for detailed offer)*	**Php5,800,000.00**

You are hereby required to provide on or before ___2 6 JAN 2023___ the Performance Security in either of the following form:

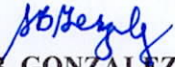| FORM OF PERFORMANCE SECURITY	AMOUNT OF PERFORMANCE SECURITY
a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank	Five percent (5%) **Php290,000.00**
b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank	
c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	Thirty percent (30%) **Php1,740,000.00**

PhilHealth Accredited

Page 1 of 2

Management System
ISO 9001:2015
ISO 14001:2015
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CERTIFIED
www.tuv.com
ID 9105075954

NOTICE OF AWARD
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One (1) Lot Supply, Delivery and Installation of Electronic Health Record (EHR) with Telemedicine System, Queuing Management System and Document Management System

BIZBOX, INC.

Failure to provide the Performance Security and/or contract shall constitute sufficient ground for cancellation of the award and imposition of penalties/forfeiture corresponding to the Bid Security posted.

Very truly yours,

SONIA B. GONZALEZ, MD, MScHSM, MPM
Executive Director

- ‒

Conforme:

This is to certify that the company has authorized me to accept this award, sign all related documents and hold the company bound by rules and laws applicable thereto.

I further certify that I have chosen the following mode (as checked) as the form of retention money required of us under RA 9184 Sec. 62.1.

    [   ]   Bank Guarantee

    [   ]   1% Deduction from claims on the first payment for staggered deliveries

_____
Authorized Signatory (Signature over printed name)

_____
Designation

_____
Date

		BIZBOX, INC.
		ITEM DESCRIPTION
1	1 Lot	**Supply, Delivery and Installation of Electronic Health Record (EHR) with Telemedicine System, Queuing Management System and Document Management System.**
		(BRAND/MAKE/MODEL: BIZBOX ELECTRONIC HEALTH RECORD, QMEUP, DOCUMENT MANAGEMENT SYSTEM)
		Offer = Php 5,800,000.00
		A. Specifications:
		I. Technical Requirements
		A. For Electronic Health Record (EHR):
		1. EHR is on Premise
		2. EHR is capable of seamless exchange of data with DOH. Certificate from DOH for HER/EMR Software Validation
		3. EHR basic functionality:
		3.1 Patient History: EHR > MY PATIENTS
		3.2 Subjective, Objectve, Assessment and Plan (SOAP): EHR > VISITS > SOAP TEMPLATE PER SPECIALIZATION
		3.3 Viewing of results : EHR > PATIENT RESULTS VIEWING
		3.4 Prescription template : EHR > PRESCRIPTION PRINTING
		3.5 Patient appointment : EHR > VISITS
		3.6 Doctor and Nurses chart : EHR > VISITS OR INPATIENT
		3.7 Patient ordering or requisition : EHR > VISITS > SOAP > PLAN> CPOE (Centralized Patient Ordering Entry)
		3.8 Patient record tagging for tracking and reporting : EHR > TAG MANAGEMENT
		3.9 ICD 10 (or higher) Management : EHR > ICD10 Management – Master list for ICD10
		3.10 Audit trail : EHR > AUDIT TRAIL
		B. For Telemedicine System:
		1. The system is accredited by Department Of Health (DOH)
		2. The system is acessible on Premise or Online
		3. Can setup unlimited users and departments
		4. No licensing for video conferencing required
		5. Adheres to industry best practices in data security and data encryption
		6. Compatible with windows 10/11 and MacOS 11 or lower
		7. Database is MSQSL
		8. Has user-friendly UI
		9. Available modules
		a. Application Dashboard: QMEUP > DOCTOR'S CALENDAR

		BIZBOX, INC.
		ITEM DESCRIPTION
1	1 Lot	**Supply, Delivery and Installation of Electronic Health Record (EHR) with Telemedicine System, Queuing Management System and Document Management System.**
		b. Patient portal/module: QMEUP > PATIENT PORTAL
		c. Doctor's portal/module: QMEUP > FACILITY
		d. Administrator's portal/module: QMEUP > FACILITY
		e. Viewing of:
		e.1 Patient Registration: QMEUP > FACILITY
		e.2 Summary of Visit : QMEUP > PATIENT PORTAL > PATIENT SUMMARY
		e.3 Medical history : QMEUP > PATIENT PORTAL > PATIENT SUMMARY
		e.4 Telemed Appointment : QMEUP > PATIENT PORTAL > QUEUES
		e.5 Prescription : QMEUP > PATIENT PORTAL > FILES AND RESULTS
		e.6 Results (Laboratory and Radiology) : QMEUP > PATIENT PORTAL > FILES AND RESULTS
		e.7 System logs/Audit Trail : QMEUP > PATIENT PORTAL > TIMELINES
		f. Electronic sending of (thru email or chat):
		f.1 Prescription : EHR > VISITS > PLAN
		f.2 Medical Certificate : EHR > VISITS > PLAN
		f.3 Consultation summary : EHR > VISITS > PLAN
		f.4 Medical Abstract : EHR > VISITS > PLAN
		g. Online Payment options : QMEUP > PATIENT PORTAL > QUEUES
		C. For the Queuing Management System:
		1. Queuing dashboard : QMEUP > FACILITY > DASHBOARD
		2. Capable of Kiosk setupQMEUP > FACILITY > SETTINGS > KIOSK
		3. Monitoring of queue : QMEUP > FACILITY > DOCTOR'S QUEUE
		4. Daily reports (i.e. Turnaround time, Number of served patient, Area Client Counter) : QMEUP > FACILITY > DASHBOARD
		D. For Document Management System:
		1. Document logging, forwarding and viewing of status : DMS > MY DOCS
		2. Uploading and storage of digital copy : DMS > MY DOCS
		3. Multiple departments forwarding : DMS > MY DOCS > SHARE
		4. Sharing of documents : DMS > MY DOCS > SHARE
		5. System alert : DMS > MESSAGES
		II. Warranty and Service Level Agreement (SLA)
		1. Three (3) years warranty on Systems Application (Electronic Health Record (HER), QMEUP Patient Portal (for TELEMEDICINE), Queuing Management System (QMS) , and Document Management System (DMS) (Warranty means that the reported software errors or bugs will be corrected free of charge within a specified time period depending on the severity of the issue.)

		BIZBOX, INC.
		ITEM DESCRIPTION
1	1 Lot	**Supply, Delivery and Installation of Electronic Health Record (EHR) with Telemedicine System, Queuing Management System and Document Management System.**
		2. Will provide Free software updates within the warranty period.
		3. Will provide online technical support thru chat, email or phone : Refer to after sales support certificate
		4. Will Provide 24/7 Technical Support (for any network) : Refer to after sales support certificate
		5. Will provide Training materials and manual
		Conforme to the attached TOR
		Delivery Period : Within Sixty to Ninety (60 to 90) calendar days upon receipt of approved Notice to Proceed (NTP)

Conforme:
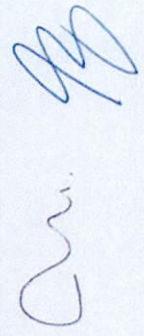
_____
Authorized Signatory (Signature over printed name)

_____
Designation/Position

Date : _____

PHILIPPINE CHILDREN'S MEDICAL CENTER
MANAGEMENT INFORMATION SYSTEMS DIVISION (MISD)

		Terms of Reference (TOR)
I.	Project Title	Procurement, Supply, Delivery and Installation of Electronic Health Record (EHR) with Telemedicine System, Queuing Management System and Document Management System
II.	Type of Service	Installation of off-the-shelf Electronic Health Record (EHR) with Telemedicine System, Queuing Management System and Document Management System Integration with the existing Hospital Information System (Bizbox 8), Laboratory Information System (Sysmex), Radiology Information System and Picture Archiving Communication System (Ramsoft).
III.	ABC	Six Million Pesos only (Php6,000,000.00)
IV.	Objectives	PCMC EHR aims to provide a real-time, accurate, and accessible health record that contains the entire health history of the patient whether as out-patient, emergency, or in-patient. Specific Objectives: 1. To upgrade PCMC services through the computerization of health records from outpatient consultation, ER and/or in-patient admission; 2. To provide complete personal health information of an individual patient, from the patient's first admission or consultation in PCMC; 3. To encode/enter or transfer patient's health information electronically at the point of care; 4. To ensure that health information is readily available and accessible by healthcare providers attending to the patient; 5. To provide an effective means of communication and sharing of information between healthcare providers; 6. To integrate all functional systems in PCMC; and 7. To ensure that data security and confidentiality is observed at all times.
V.	Scope of Works	This project will be procured through public bidding. It comprises several phases of development and implementation of the PCMC Electronic Health Record with Telemedicine System, Queuing Management System and Document Management System. It involves not only the provision of the software customization, development and integration with existing hospital information systems (Bizbox version 8)

necessary to achieve the project's objective but covers also the capacity development of healthcare providers (medical, nursing, allied personnel and administrative support), keeping patient and healthcare provider information safe and secure, safe implementation and post-delivery services.

1. **General Works**

   Supply, install and implement off-the-shelf Electronic Medical Record (EHR) with Telemedicine System, Queuing Management System and Document Management System for PCMC.

   Installation of Telemedicine in the following areas:
   - 1.1 OPD
   - 1.2 CNS
   - 1.3 Pulmo
   - 1.4 Gastro
   - 1.5 Hema/Onco
   - 1.6 and other Subspecialty Clinics

   Installation of Queuing Management System in the following areas:
   - 1.1 OPD
   - 1.2 Rehabilitation
   - 1.3 Pathology/Laboratory
   - 1.4 Radiology
   - 1.5 Pharmacy
   - 1.6 Public Assistance Unit (PAU)
   - 1.7 Cashier

   The health information data fields of Electronic Health Records shall be customized based on the requirements of PCMC (Health Record forms, and other data collection forms).

2. **Specific Works**
   - 2.1 Submission of proposed system timeline and project implementation duration.
   - 2.2 Training of personnel on actual use
     - 2.2.1 For System Administrators
     - 2.2.2 For Medical Professionals
     - 2.2.3 For IT Administrator
   - 2.3 Server setup and installation (Database/Application Server)
   - 2.4 Data build-up
   - 2.5 Data fields, forms and report customization

		2.6 Integration with existing system (Hospital Information System, Laboratory Information System and Radiology Information System)

VI.	Technical Requirements	**A. For Electronic Health Record (EHR):**
		1. EHR should be on premise
		2. EHR should be capable of seamless exchange of data with DOH
		3. EHR should have the following basic functionality:
		   3.1 Patient History
		   3.2 Subjective, Objective, Assessment and Plan (SOAP)
		   3.3 Viewing of results
		   3.4 Prescription template
		   3.5 Patient appointment
		   3.6 Doctor and Nurses chart
		   3.7 Patient ordering or requisition
		   3.8 Patient record tagging for tracking and reporting
		   3.9 ICD 10 (or higher) Management
		   3.10 Audit trail
		
		B. For Telemedicine System:
		1. The system should be accredited or vetted by Department of Health (DOH)
		2. The system should be on-premise but can be broadcasted securely outside PCMC using public internet protocol (IP) address
		3. It should have unlimited user license/access for departments and subspecialty clinics
		4. The system should not require additional license for video conferencing or video calling
		5. Secured and must adhere to industry best practices in data security and data encryption
		6. Compatible with Windows 10/11 or MacOS 11 or lower
		7. Database should be compatible with MS SQL
		8. User-friendly user interface (UI) designs
		9. The following modules should be available
		   a. Application Dashboard (i.e. available doctors, pending schedule, on-going consults)
		   b. Patient portal/module
		   c. Doctors' portal/module
		   d. Administrators' portal/module
		   e. Viewing of:
		     e.1 Patient Registration
		     e.2 Summary of Visit
		     e.3 Medical history
		     e.4 Telemed Appointment
		     e.5 Prescription

		e.6 Results (Laboratory and Radiology)
		e.7 System logs/Audit Trail
		f. Electronic sending of (thru email or chat):
		    f.1 Prescription
		    f.2 Medical Certificate
		    f.3 Consultation summary
		    f.4 Medical Abstract
		g. Online Payment options
		
		C. For the Queuing Management System:
		    1. Queuing dashboard
		    2. Capable of Kiosk setup
		    3. Monitoring of queue
		    4. Daily reports (i.e. Turnaround time, Number of served patient, Area Client Counter)
		
		D. For Document Management System:
		    1. Document logging, forwarding and viewing of status
		    2. Uploading and storage of digital copy
		    3. Multiple departments forwarding
		    4. Sharing of documents
		    5. System alert

VII.	Warranty and Service Level Agreement (SLA)	1. The application system should have at least three (3) year warranty 2. Free software updates within the warranty period. 3. Provide online technical support thru chat, email or phone 4. Provide 24/7 Technical Support (for any network) 5. Training materials and manual

VIII.	Deliverables and Outputs	The PCMC MISD will provide the server, network connectivity and internet for this project. We will also provide a training room for the duration of the training.
		
		1. Server setup
		    1.1 Server installation
		    1.2 Database installation
		    1.3 System security setup
		    1.4 Initial application testing
		
		2. Data build-up
		    2.1 Initial data build-up (Users, Department, Doctors etc.)
		    2.2 Data validation
		    2.3 Application setting setup
		
		3. Application Installation
		    3.1 End-user installation

		3.2 Local system security setup
		3.3 Application Testing
		
		4. Training
		    4.1 End-user training
		    4.2 IT Admin training
		
		5. Go-live Meeting
		    5.1 Pre-implementation meeting
		
		6. Go-Live
		    6.1 Go-live
		    6.2 Post Go-live assessment
		
		7. System Turn-over
		    7.1 System turn-over to MISD

IX.	Project Duration	60 to 90 days Implementation Plan
		    a. Server setup
		    b. Installation
		    c. Data build up
		    d. End-user training/Administration Training
		    e. Go-live Meeting
		    f. Go-live
		    g. System Turn-over

X.	Copyrights and Non-Disclosure Agreement	1. **Copyright.** "The Intellectual Property Rights in all System Software and General-Purpose Software and proprietary Materials or methodologies shall remain vested in the owner of such rights." 2. **Non-Disclosure Agreement.** The Service Provider shall sign a Non-Disclosure Agreement to protect information that are confidential and/or sensitive information in which the loss or misuse or, or unauthorized access to or modification can adversely affect the national interest of the country, conduct of the PCMC's programs and services and/or its partner for this initiative, or the privacy to which an individual is entitled.
XI.	Responsibility of Service Provider	The Service Provider shall: 1. Perform the services and carry out the obligations with all diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. 2. Conduct all activities with due care and diligence, in accordance with the Contract and Terms of Reference (TOR),

		and with the skill and care expected of a competent provider of the services required.
		3. Acknowledge all failures to acquaint itself with all data and information shall not relieve its responsibility for property estimating the difficulty or cost of successfully performing the Contract.
		4. Responsible for the timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually agreed updated Project Plan with the time schedule specified in the TOR. Failure to provide such resources, information, and decision making may constitute grounds for termination.
		5. Comply with all laws in force in the Philippines.
		6. Abide by all the terms and conditions stipulated in the project contract.
		7. Coordinate closely with the MISD both technically and administratively for issues and concerns to ensure the success of the activities.
		8. All outputs of the project such as specifications, designs, report and other documents, materials, files and/or data developed and generated by the Service Provider during the engagement for PCMC shall become and remain the property of PCMC.
XII.	Payment Scheme	40% - Upon Installation and Training 30% - Upon Go-live 30% - Upon Turn-over

CONFORME:

__BIZBOX INC.__ Name of Company	0917 594 9328 / 0923 604 1519 Company's Official Contact Number
__LIZA B. DAJUELA__ Authorized Signatory Signature over printed name	liza@bizbox.ph / cherry@bizbox.ph Company's Official Email Address (Where notices will be sent)