



Republic of the Philippines
DEPARTMENT OF HEALTH
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-2024-120**

SVI INFORMATION SERVICES CORPORATION

22F Antel Global Corporate Center,
#3 Doña Julia Vargas Avenue,
Pasig City
Tel. No.: +63 8633-8788
E-mail Address: krtrinidad@sviisca.com

Dear Sir / Madam:

This is to inform you that based on the result of the conducted Public Bidding for the project stated below under Invitation to Bid No. IB-2024-063 as per BAC Resolution No.R2024-08-491, your proposal was found to be the Single Calculated and Responsive Bid (SCRB):

QTY	UNIT	ITEM DESCRIPTION	TOTAL COST (Php)
1	Lot	Digitization of Medical Charts from 2000 to 2016 <i>(see Conformance on the Terms of Reference)</i>	Php3,800,000.00

You are hereby required to provide on or before 19 SEP 2024 the Performance Security in either of the following form:

FORM OF PERFORMANCE SECURITY	AMOUNT OF PERFORMANCE SECURITY (Equal to Percentage of the Total Contract Price)
a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank	Five percent (5%) Php190,000.00
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%) Php1,140,000.00

Kindly disregard and report any form of solicitation using the name of the Executive Director and/or the PCMC. These unsanctioned requests are unlawful and will not be tolerated.



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Failure to provide the Performance Security 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 R.A. 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

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PHILIPPINE CHILDREN'S MEDICAL CENTER
Quezon Avenue, Quezon City
HEALTH INFORMATION MANAGEMENT DIVISION

OUTSOURCING DIGITIZATION OF MEDICAL CHARTS

TERMS OF REFERENCE

1. INTRODUCTION

The Philippine Children's Medical Center (PCMC) is a government owned and controlled corporation for specialized health care under the Department of Health located at Quezon Avenue, Quezon City. It is a 200-bed capacity tertiary hospital with a mandate to provide pediatric care, offer training programs for medical and allied health care providers, and be a center in clinical research. It offers a wide array of training programs involving specialized pediatric healthcare and has produced research relevant to the day-to-day care of the well and sick child.

The Health Information Management Division (HIMD) is the main unit responsible to manage paper-based health records which has been the primary source of patient information. Health records, whether paper or digital, play a major role in health care delivery. It serves as the source of information of health care professionals as well as allied health professionals. It is also a fundamental means of communication between health professionals in doing health care plans and management as well as a tool for research in every healthcare institution. Thus, a huge volume of records is physically stored in OPD, ER and Medical Records as well as in other areas of the hospital that serve as storage sites. In this manner, the integrity, security and accessibility of health records are compromised.

Ensuring an efficient and secure way of storing, searching and providing access to health records and acknowledging the fact that the demand for timely and accurate health data continuously grows are the challenges that the HIMD have to deal with. Digitization of these health records will help the division carry out its core functions in providing quality health records, maintaining, safekeeping and providing access to health records. Thus, scanning of paper-based health records into digital format for easier storage, retrieval, and management is proposed.

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2. RATIONALE

Due to the enhancement of technologies and the implementation of the Universal Healthcare Law, the Health Information Management Division now has expanded responsibilities to provide an efficient and secure way of storing, searching, and providing access to health records utilizing technological advancement, notwithstanding the confidentiality of health records with the enactment of the Data Privacy Act. This will free up valuable office space and enable the HIMD to physically move the medical records to a better location.

The aim of this project is to digitize paper-based health records of patients from ER, OPD, & Health Records Management Section. The converted digital format will be stored in the existing document management archiving system capable of search, retrieval and sharing digital copy of health records.

3. PROJECT SCOPE AND DELIVERABLES

This project is a package of service focused on digitization of health records. It will cover deployment of manpower who will perform the digitization process of health records - grooming, scanning and indexing of health records (medical charts) from ER, OPD and Health Records Management Section. This project will also include provision of high-end document scanners with image capture software and uninterrupted power supply. An estimate of at least three million pages (3,000,000) of records will be digitized and converted into an electronic/digital format that will run for 1 year.

3.1. Digitization Services:

- 3.1.1 Location of digitization: On-premise - Health Information Management Division, Philippine Children's Medical Center and be able to work in the allotted workspace area:
 - 3.1.1.1. Grooming area - 3.4 x 25 ft
 - 3.1.1.2. Scanning and indexing area - 3.6 x 4.2ft & 3 x 5ft
- 3.1.2. Total Number of Pages: minimum of three (3) million pages
- 3.1.3. Document preparation and grooming: Documents are in folder type, no re-sequencing, return as filed in folder after digitization, mark as digitized.
- 3.1.4. Document to be scanned: Letter, A4, Legal. Front and back pages
- 3.1.5. Scanning resolution: 300-500 dpi, colored, grayscale/ Black and White
- 3.1.6. Output: Multi-page PDF/A file.
- 3.1.7. Indexing/Data Capture: at least 3 data fields namely: Last Name, First Name and Date Discharged
- 3.1.8. Scan pages quality - high resolution, no blurry text, no skewed or crooked pages, no shadow, and no pages rotated incorrectly.

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3.2. Equipment and software

The following equipment and software are necessary for the digitization project:

- 3.2.1. at least two (2) High-end document scanner in good working condition
- 3.2.2. Uninterrupted Power Supply
- 3.2.3. Data/Image Capture Software

4. RESPONSIBILITIES

4.1. Responsibilities of the Provider:

- 4.1.1. Provide document digitization services for converting at least 3,000,000 pages of records within a period of one (1) year inclusive of deployment of necessary manpower, hardware, software and materials to complete the services.
- 4.1.2. Set up and configure scanners based on the requirements and compatibility with the existing programs/systems currently used by the Health Information Management Division, PCMC.
- 4.1.3. Ensure immediate replacement of defective equipment to avoid delay.
- 4.1.4. Ensure that the personnel to be deployed is at least high school graduate and has at least 1 year relevant experience on digitization projects
- 4.1.5. Submit the following documents:
 - 4.1.5.1. List of key personnel who will be deployed on-site with their certificate of employment and bio-data.
 - 4.1.5.2. Gantt chart and projected daily quota of personnel to complete the 1-year project.
 - 4.1.5.3. Complete documentation of all incoming IT equipment and peripherals deployed at Health Information Management Division following hospital policy.
- 4.1.6. Work hours: 8:00 AM - 5:00 PM except Saturdays, Sundays, Legal Holidays and in case of suspension of office work.
- 4.1.7. Immediately replace any personnel found ineffective or negligent in the performance of his/her duties upon recommendation by the Chief, HIMD within three (3) calendar days from receipt of notice.
- 4.1.8. Immediately provide reliever/s with the same qualifications in case of absence of regular support personnel and should adhere to the health protocols stipulated in this terms of reference.
- 4.1.9. Submit monthly production and management reports with daily and weekly breakdown to the HIMD head. Expected monthly target is at least 250,000 pages
- 4.1.10. Make necessary preparations, arrangements and actions to make sure that services will not be hampered in case of emergency.
- 4.1.11. The Provider shall document detailed procedures/techniques in identifying system security risks and breach and measures for risk treatment and submit to HIMD.
- 4.1.12. The Provider and all its entire project staff shall be required to sign a non-disclosure agreement.

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- 4.1.13. The Provider agrees to hold the Proprietary Information in strict confidence. Furthermore, the Provider agrees not to reproduce, transcribe, or disclose proprietary information to third parties without prior written approval of PCMC.
- 4.1.14. The Provider and its entire project staff assigned at PCMC shall be liable for any unlawful divulgence of any information based on existing criminal and civil laws.

4.2. Responsibilities of the Deployed Personnel:

- 4.2.1. Sign the PCMC Non-disclosure Agreement Form to ensure confidentiality of records.
- 4.2.2. Perform quality assurance of all (100%) scanned and indexed health records everyday.
- 4.2.3. Rectify digitized records that are found to be erroneous and of poor quality without additional charges to the institution.
- 4.2.4. Upload and transmit accepted outputs to the institution's Document Management Archiving System
- 4.2.5. Submit a daily accomplishment report per template to be provided by HIMD.

4.3. Responsibilities of Health Information Management Division designated staff:

- 4.3.1. Provide adequate space to perform grooming, scanning and indexing of records.
- 4.3.2. Orient outsource personnel on the policies and process of grooming.
- 4.3.3. Pull out records for digitization.
- 4.3.4. Perform quality check of digitized health records (10% of daily accomplishment).
- 4.3.5. Check the daily quota of the outsource personnel per target submitted by the Provider.
- 4.3.6. Regularly check the work area if there are any irregularities and shall report immediately to the HIMD head.
- 4.3.7. Submit documents necessary for the processing of payment of the service provider to the appropriate office i.e. monthly production and management reports by the Provider.

5. CONFIDENTIALITY OF DATA

- 5.1. The contract that will be executed hereto shall categorically provide that the Provider and its employees to be assigned at PCMC for this project, shall uphold strict confidentiality any information in the records that will be digitized.

6. HEALTH PROTOCOLS

- 6.1. All personnel who will be assigned on premise should be fully (primary & at least 1 booster) immunized against COVID-19.
- 6.2. All personnel who will be assigned on premise shall adhere with the COVID-19 health protocols being implemented in PCMC (wearing of proper PPE and social distancing).

CONFORME:

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7. WARRANTIES OF THE PROVIDER

The Provider warrants that it shall conform strictly to the terms and conditions of this Terms of Reference.

- 7.1. The Provider shall have locally available qualified, and experienced technical support personnel to provide technical assistance during the contract period and must be available during regular working days/hours.
- 7.2. Back-up technical support or extra personnel must always be readily available so as not to disrupt the digitization. In case of unavoidable circumstances, wherein immediate response/repair is not possible, the Provider is given a 24 hours grace period to do the necessary repair. When the equipment cannot be repaired onsite, the Provider shall provide a replacement unit or service unit of the same specifications during the contract period.
- 7.3. The Provider personnel shall take all necessary precautions for the safety of all persons and properties at or near the work area and shall comply with all the standard and safety regulations established by PCMC.
- 7.4. The Provider shall coordinate with the authorized and/or designated PCMC - HIMD personnel in the performance of their tasks.
- 7.5. The Provider shall be liable for loss, damages, or injury due directly or indirectly through the fault or negligence of its personnel. It shall assume full responsibility thereof and PCMC shall be specifically released from any and all liabilities arising therefrom.
- 7.6. The Provider shall neither assign, transfer, pledge, nor sub-contract any part or interest therein.

CONFORME:

Signature over printed name

Name of Company/Firm

8. SERVICE LEVEL AGREEMENT

PCMC shall maintain a Service Level Agreement (SLA) with the Provider, with provisions for liquidated damages for non-compliance as specified below:

DELIVERABLES	SERVICE LEVEL AGREEMENT	LIQUIDATED DAMAGES
Delivery, installation and configuration,	Deliver, install and ensure that all equipment necessary for the completion of the project specified in this TOR are operational within fifteen (15) calendar days upon receipt of the Notice to Proceed	One tenth (1/10) of one percent (1%) of the cost of undelivered items per day of delay.
Technical Support/Problem Resolution	Attend and resolve technical problems within 24 hours upon receipt of report from HIMD	One tenth (1/10) of one percent (1%) of the total monthly billing shall be imposed per hour of delay in excess of the required hours to resolve or a fraction thereof.
Provision and replacement of personnel	Provide personnel who will perform digitization process - grooming, scanning and indexing and if necessary replace any personnel found to be negligent in the performance of his/her duties upon recommendation of the HIMD Head within 3 calendar days from receipt of notice	One tenth (1/10) of one percent (1%) of the total monthly billing shall be imposed per hour of delay in excess of the required hours to resolve or a fraction thereof.
Delivery of daily quota (production performance)	Deliver daily quota per assigned personnel as specified in the submitted performance target	One tenth (1/10) of one percent (1%) of the total monthly billing shall be imposed per hour of delay in excess of the required hours to resolve or a fraction thereof.
Service Replacement Unit	Provide replacement units of the same features and functionalities or its equivalent or higher capacity in case of equipment failure or its component within 24 hours after initial check up.	One tenth (1/10) of one percent (1%) of the total monthly billing shall be imposed per hour of delay in excess of the required hours to resolve or a fraction thereof.

CONFORME:

Signature over printed name

Name of Company/Firm

9. PROPOSED DELIVERY PERIOD AND TERMS OF PAYMENT

- 9.1. Delivery and installation period: within fifteen (15) calendar days upon receipt of notice to proceed.
- 9.2. Digitization services: Digitization - grooming, scanning and indexing of documents shall be for 1 year contract.
- 9.3. Monthly payments shall be based on the number of documents groomed, scanned and indexed. Monthly target digitized quota is 250,000 pages. An inspection and acceptance report shall be issued by the HIMD head duly noted by the Department Manager of Clinical Research Department.

CONFORME:

Authorized Signatory
Signature over printed name

Contact No:

Name of Company/Firm

Company's Official Email Address
(where notices will be sent)

Company's Official Contact No.