



DEPARTMENT OF HEALTH AND SOCIAL AFFAIRS

FSM National Government
Capitol Street, P.O. Box PS 70
Palikir, Pohnpei 96941
Federated States of Micronesia

Tel: (692) 320-2619/2872/2643. E-mail: health@fsmhealth.fm. Fax: (691) 320-5263

Office of the Secretary

Request for Proposal (RFP) for Health Information System (HIS)

1. Introduction

The Department of FSM Health and Social Services is seeking proposals from qualified vendors for the design, development, and implementation of a Health Information System (HIS) that will streamline healthcare operations, improve patient care, and enhance data management across our healthcare facilities. The HIS will serve as the backbone for patient information management, clinical decision support, data analytics, and reporting, as well as ensuring compliance with relevant regulatory standards.

2. Purpose

The purpose of this RFP is to invite vendors to submit proposals for providing a robust, scalable, and secure HIS solution that meets the requirements outlined in this document. The goal is to enhance operational efficiency, improve patient outcomes, and support compliance with local and international healthcare regulations.

3. Scope of Work

The selected vendor will be responsible for the design, development, implementation, and support of a comprehensive HIS solution that includes the following functionalities:

- **Patient Management:** Patient registration, demographic details, birth & death registries, medical history, appointments, and communication.
- **Clinical Doctor's Encounter Modules:** Out-patient encounter, emergency encounter, death encounter, and admissions.
- **Clinical Data Management:** Electronic health records (EHR), diagnostic results, prescriptions, medical imaging, and clinical workflows.
- **Billing and Revenue Cycle Management:** Billing, claims processing, payment posting, financial reporting, and multi-insurance management.
- **Dental clinic management system:** Patient management, appointment scheduling, billing and invoicing, treatment planning, reports and analytics, dental charting and imaging.
- **Laboratory Information System (LIS):** Integration with laboratory systems for seamless test orders and result reporting.
- **Pharmacy Information System (PIS):** Prescription management, medication orders, drug interaction checks, and inventory tracking or integration of other pharmacy systems.
- **Decision Support:** Clinical decision support tools, alert systems, and evidence-based guidelines.

- **Data Analytics and Reporting:** Dashboard for real-time operational metrics, reporting tools, and data-driven insights that includes the FSM Health Key performance indicators (KPIs), the FSM Health Sustainable Development Goals (SDG), the FSM syndromic surveillance report, electronic case reporting (ECR), and other mandatory system reports.
- **Regulatory Compliance:** Compliance with HIPAA, HL7, ONC, and other relevant healthcare regulations and standards.
- **Interoperability:** Integration with other healthcare providers, external systems, and national/regional health information networks.
- **User Training and Support:** Comprehensive user training, technical support, and ongoing system maintenance.

4. Requirements

Technical Requirements

- **System Architecture:** The HIS must be built on a modern, flexible, and scalable architecture (cloud-based or on-premise) that can handle a large volume of data and transactions.
- **Security:** The system must meet or exceed current industry standards for security, including data encryption, user authentication, role-based access control, and audit trails.
- **Data Integrity:** Ensure data accuracy, integrity, and confidentiality across all modules.
- **Backup and Recovery:** Provide robust backup, disaster recovery, and business continuity solutions.
- **Interoperability:** The HIS must integrate with existing software systems, including laboratory systems (LIMS), picture archiving and community system (PACS), immunization information system (WebIZ), and other FSM national health information systems using the HL7 FHIR standards.
- **Mobile Accessibility:** Provide mobile-friendly or mobile application access to allow healthcare professionals to access the system from any location.
- **Free and open-source:** A system that is to be owned by the FSM National Government with all rights reserved under FSM law. With this mandate, the FSM National Government can authorize third parties to modify the system as required.
- **Sync-enabled:** Data is automatically synced all devices connected to the system and fully capable to operate offline when internet is inaccessible.

Functional Requirements

- **User Roles and Permissions:** The system should support multiple user roles with customizable permissions for physicians, nurses, administrators, and other healthcare staff.
- **Customizable Workflows:** The ability to configure and customize workflows according to the needs of different departments.
- **Integration with Medical Devices:** Support for integration with medical devices such as monitors, imaging equipment, and diagnostic instruments.

5. Vendor Qualifications

The vendor should demonstrate the following qualifications:

- Proven experience in developing and implementing Health Information Systems in healthcare organizations of similar size and complexity.
- Expertise in healthcare standards and regulations (e.g., HIPAA, HL7, ICD-10).
- A strong project management methodology with clear timelines, milestones, and deliverables.
- Robust customer support services, including training, user manuals, and ongoing maintenance.
- Ability to provide references from past clients who have implemented similar HIS solutions.

6. Proposal Submission Guidelines

Proposals should include the following sections:

1. **Executive Summary:** A brief overview of the proposed solution, its benefits, and the vendor's qualifications.
2. **Company Profile:** An overview of the vendor's company, including years in business, relevant experience, and capabilities.
3. **Solution Overview:** A detailed description of the HIS solution, including key features, architecture, security, and compliance.
4. **Implementation Plan:** A timeline for the project, including milestones, deliverables, and deadlines.
5. **Cost Proposal:** A breakdown of all costs associated with the HIS, including licensing, implementation, training, support, and any recurring fees.
6. **References:** A list of at least three (3) references from similar projects, including contact information.
7. **Support and Maintenance:** An overview of ongoing support and maintenance services, including SLAs, escalation procedures, and warranty terms.

7. Proposal Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Solution Fit:** How well the proposed solution meets the functional and technical requirements.
- **Vendor Experience:** Proven track record of similar implementations in healthcare.
- **Cost:** Total cost of ownership, including initial implementation, licensing, and ongoing support.
- **Security and Compliance:** Adherence to industry standards and regulatory requirements.
- **Implementation Plan:** Feasibility and clarity of the implementation timeline.
- **Customer Support:** The quality and responsiveness of the vendor's customer service and support offerings.

8. Timeline

- **RFP Issuance Date:** 12/13/2024
- **Proposal Submission Deadline:** 01/31/2025
- **Vendor Selection Date:** 01/31/2025
- **Project Start Date:** 03/01/2025

9. Terms and Conditions

- **Confidentiality:** All submitted proposals will be treated as confidential and will only be reviewed by authorized personnel.
- **Right to Reject:** The FSM department of Health Services reserves the right to reject any or all proposals and is under no obligation to award a contract based on this RFP.
- **Contract Negotiation:** The selected vendor will be required to enter into a formal contract with the FSM department of Health Services which will outline the specific terms of the project.

10. Submission Instructions

Please submit your proposal in electronic format (PDF) to the following email address:

health@fsmhealth.fm

Subject: **Proposal for Health Information System (HIS)**

For any inquiries or clarification, please contact:

FSM Dept. of Health and Social Affairs

PS 70, Palikir Station

Pohnpei FM, 96941

11. Conclusion

We look forward to receiving your proposal and working together to implement a state-of-the-art Health Information System that will enhance the quality of care and improve operational efficiency at the FSM department of Health services.

Thank you,



Marcus Samo
Secretary, FSM DHSA