



# THE QUEEN ELIZABETH HOSPITAL

MARTINDALE'S ROAD, ST. MICHAEL BARBADOS, BB11115



## REQUEST FOR PROPOSALS FOR THE DIGITIZATION OF MEDICAL RECORDS FOR THE QUEEN ELIZABETH HOSPITAL

### LETTER OF INVITATION

The Board of the Queen Elizabeth Hospital is inviting suitably qualified suppliers to submit proposals for the digitization of its medical records.

### **BACKGROUND/INTRODUCTION**

The Queen Elizabeth Hospital (QEH) is the leading provider of tertiary care for Barbados and the Eastern Caribbean. The institution is also an accredited teaching hospital affiliated with the University of the West Indies, Cave Hill Campus.

The QEH carries a bed capacity of 536, with leading in-patient and out-patient services in the specialties of Medicine, Obstetrics, Gynecology, Pediatrics, Ophthalmology and Orthopedics. For the last three years (3) the average annual in-patient admissions number 15,859; the average number of cases seen in the out-patient clinics number 93,531; the average number of emergency visits have been 38,265.

### **OBJECTIVES**

At the center of a healthcare provider's information and financial systems is the medical record, the principal document for patient treatment, legal evidence, quality care and outcome research. Its importance and versatile nature makes the medical record the most often requested and reviewed document within a healthcare environment, both during and after a patient encounter. However, despite its importance, the QEH medical record remains paper-based. The Queen Elizabeth Hospital is requesting proposals from suitably qualified suppliers to perform the digitization of its medical records.

The QEH is committed to providing quality healthcare services and requires digitization of approximately twenty million, three hundred and sixty thousand, four hundred and sixty (20,360,460) pages front and back. This represents an estimated number of active patient records from 2017-2019. The need for digitization is in an effort to:

- Ensure access information when and where needed;
- Eliminate lost or misfiled paper-based documents and records;
- Provide faster access to image-based documents and information;
- Reduce onsite paper-based filing storage space requirements and utilisation of off-site storage;



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- Reduce labour intensive tasks such as record retrieval, routing and re-filing.

### INSTRUCTIONS TO SUPPLIERS

The following instructions form an integral part of the request documents. Suppliers are advised to read them CAREFULLY and COMPLY with the said instructions.

- 1) **SUPPLIERS SHOULD BE AWARE THAT THE LABOUR CLAUSE (PUBLIC CONTRACTS) ACT, CAP. 349 SHALL IN SO FAR AS IS APPLICABLE TO THE REQUEST, APPLY TO ANY CONTRACT, MADE IN RESPECT OF THE REQUEST. FULL DETAILS OF THE CONDITIONS OF THE ACT, CAP.349 MAY BE OBTAINED FROM THE GOVERNMENT PRINTER, GOVERNMENT PRINTING DEPARTMENT, BAY STREET, ST. MICHAEL. RESPONDERS SHOULD SUBMIT THE CERTIFICATE REQUIRED BY PARAGRAPH 3 OF THE SCHEDULE TO THE ACT WITH THEIR PROPOSAL.**
- 2) All corporate responders must include with their Proposal(s) a copy of the Company's Articles of Incorporation and a copy of the Certificate of Incorporation as evidence of the fact that the company is an existing registered company as at the date of the Request. **FAILURE TO PROVIDE THE CERTIFICATE OF INCORPORATION WILL RENDER THE PROPOSAL VOID.** The certificate must be in the name of the responders.
- 3) **LOCAL RESPONDERS ARE ADVISED THAT THE CERTIFICATE OF INCORPORATION REFERRED TO AT PARAGRAPH 2 ABOVE MEANS A CERTIFICATE OF INCORPORATION ISSUED UNDER THE 1985 COMPANIES ACT OF BARBADOS OR WHERE APPLICABLE A CERTIFICATE OF CONTINUANCE AND/OR A CERTIFICATE OF AMALGAMATION OR A CERTIFICATE OF AMENDMENT. CERTIFICATES MUST BE DATED AFTER 31<sup>ST</sup> DECEMBER, 1984. STATUTORY BODIES MUST SUBMIT WITH THEIR PROPOSALS A COPY OF THE RELEVANT ACT UNDER WHICH THEY WERE INCORPORATED.**



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- 4) Responders are required to obtain certificates of clearance from the following government departments:
  - I. Barbados Revenue Authority
  - II. National Insurance Department
- 5) The successful vendor will be required to enter into a contract in a form approved by the legal representative of the Board of the Queen Elizabeth Hospital. A surety for the due performance of the contract will be required by way of one of the following methods:
  - I. A deposit with the Director, Financial Services, Accounts Department, QEH of a sum of money or approved securities to the value of not less than 10% of the total contract price; or
  - II. A bank, accredited insurance company or any Financial Services Commission approved financial institution whose liability shall not be less than 10% of the total contract price. The cost of obtaining such a surety shall be the responsibility of the successful supplier who need not specifically make arrangement for sureties unless and until their Proposal has been accepted;
- 6) Any queries should be submitted in writing via email to The Administrative Officer II at [ghadmin1@qeh.gov.bb](mailto:ghadmin1@qeh.gov.bb)
- 7) The completed offer submission forms for the technical and financial offers must be submitted in a sealed envelope marked as follows.

**PROPOSAL FOR THE DIGITIZATION OF MEDICAL RECORDS AT THE  
QUEEN ELIZABETH HOSPITAL  
QEH/2020/EC-001**



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- 8) The envelope **should only be marked** with the name of the Proposal for which you are submitting, to reach no later than **4:30 pm Friday 15<sup>th</sup> January, 2021**. Proposals received after this date shall not be considered.
- 9) Proposals should be placed in the RFPs Box located within the Administration Department at the Queen Elizabeth Hospital, Martindale's Road, St. Michael.
- 10) No Proposal shall be considered, unless it complies with the conditions set out in this Invitation and in the Instructions to tenders.
- 11) The Queen Elizabeth Hospital Board does not bind itself to accept the lowest or any Proposal.

### EVALUATION CRITERIA

Your submission should contain the following information on which you will be evaluated:

- Capabilities
- Experience/Expertise
- Pricing
- Timelines

### CAPABILITIES –

- Provide information relative to your capacity to provide personnel, facilities, equipment, and services required to scan, and store medical record documentation based on industry standards.
- Digitize the information in a format to make it searchable by key parameters, as well as consideration for wider integration within a Health Information Systems network.
- Describe your process and operational flow to achieve the digitization of the medical records.
- Provide information relative to your capability and experience to maintain documents in your facilities.
- Describe your capability to acknowledge receipt of patient notes and operate a tracking system to allow for the retrieval of any document that has been scanned or is in the process of being scanned.



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- Ensure the scanned documents correlate to the correct patient and are legible.

**QUALIFICATIONS/EXPERIENCE** – Your organizations' qualifications to serve must be presented and you should state previous experience where the competencies and skills required to successfully completing this engagement would have been employed.

**TIMELINE**- Indicate the timeframe for the scanning of the documents.

**PRICE** - Indicate the costs for the scanning of approximately twenty million, three hundred and sixty thousand, four hundred and sixty (20,360,460) pages /images front and back.

### OFFER VALIDITY

Suppliers will be required to keep their offers valid for a period of ninety (90) days, to allow time for evaluation of their offers and award of contract.