

**Information Technology Authority
&
Ministry of Health
Sultanate of Oman**

e-Health Portal

**Request for Proposal
(04/2013)**

Strictly Confidential

Table of Contents

1. INTRODUCTION	2
1.1. PURPOSE	3
1.2. BACKGROUND	3
1.3. CONFIDENTIALITY	3
1.4. RFP RESPONSES	4
1.5. RFP STRUCTURE	5
2. CURRENT STATE.....	7
2.1. INTRODUCTION	8
2.2. CURRENT MINISTRY OF HEALTH HARDWARE INFRASTRUCTURE	8
2.3. CURRENT MINISTRY OF HEALTH PORTAL SOFTWARE	8
3. SCOPE OF WORK.....	9
3.1. INTRODUCTION	10
3.2. SCOPE OF THE PORTAL'S USER GROUPING	ERROR! BOOKMARK NOT DEFINED.
3.3. SCOPE OF THE PORTAL'S FEATURES	ERROR! BOOKMARK NOT DEFINED.
3.4. SCOPE OF THE PORTAL'S DESIGN	ERROR! BOOKMARK NOT DEFINED.
3.5. SCOPE OF THE PORTAL'S HARDWARE INFRASTRUCTURE	0
3.6. SCOPE OF THE PORTAL'S MAINTENANCE AND SUPPORT	0
3.7. SCOPE OF KNOWLEDGE TRANSFER AND TRAINING	2
4. PROJECT IMPLEMENTATION AND MANAGEMENT	3
4.1. SCOPE OF PROJECT MANAGEMENT	4
4.1.1. PROJECT MANAGEMENT REQUIREMENTS.....	4
5. BID FORMAT	5
5.1. TECHNICAL BID.....	7
5.2. COMMERCIAL BID	8
6. APPENDICES.....	9

1. INTRODUCTION

1.1. Purpose

This Request for Proposal (RFP) defines the scope of the development and implementation of the Ministry of Health e-Health Portal to allow bidders to respond with a proposed solution and with time and effort estimate for implementation. Information Technology Authority (ITA) and Ministry of Health (MOH) will qualify experienced web developers and designers technically and commercially to carry out the implementation of Ministry of Health e-Health Portal.

The information provided herein is intended solely to assist the bidders in the preparation of bids. To the best of Ministry of Health knowledge, the information provided is accurate. However, Ministry of Health does not warrant such accuracy, and any variations subsequently determined will not be construed as a basis for invalidating the RFP.

1.2. Background

As part of the Ministry of Health future plans, Ministry of Health is set on initiating a project to improve and develop its web portal to be a citizen centric portal built as per ITA's Government Website guidelines, Oman eGovernment Architecture Framework (OeGAF), and based on best industry and government practices. More information on OeGAF can be found at ITA Website.

1.3. Confidentiality

This RFP, plus any other documents released, information provided, discussions, etc, as part of the selection process, are strictly confidential and should not be divulged to anyone who is not directly involved in response preparation of this RFP. Additionally, all information within this RFP or gained during the RFP or other processes will remain confidential with Bidders. No information or publicity shall be allowed to any third party unless specific written authorization is obtained from ITA and Ministry of Health of the Sultanate of Oman

It is a condition of this RFP that the information provided herein is for the purpose of allowing Bidders to submit bids to ITA. It may not be used in any other context nor revealed to any other party not directly involved in the submission of a Bid in accordance with the terms of the specifications.

1.4. RFP Responses

Bidders' responses to the RFP shall be delivered to:

All Proposals should be submitted in red wax sealed envelopes indicating the **RFP Number** & **Title** addressed to:

**Chairman of the Executive Committee
Information Technology Authority**

Proposals must be deposited in the ITA Tender box at, INFORMATION TECHNOLOGY AUTHORITY at KNOWLEDGE OASIS MUSCAT-BUILDING-4, 3rd floor on or before 10:00 a.m. (Oman Time). The envelope which includes the Commercial Proposal should include the RFP Number & Title and the Name of bidder.

Information Technology Authority (ITA) is the sole point of contact for all issues related to this RFP. Specifically, for any technical questions, please communicate with:

All technical questions should be submitted by e-mail to: sourcing@ita.gov.om

ITA and Ministry of Health reserves the right to accept or decline any bids at its absolute discretion. The Bid should include the name and contact of the person to whom Ministry of Health may address for any questions relating to the Bid.

ITA and Ministry of Health should be contacted for supplementary information relating to this RFP via the above contact details. All requests should be in writing. E-mail is acceptable as a communication medium. Ministry of Health reserves the right to distribute the reply of any clarification questions received to any Bidder it deems appropriate.

ITA and Ministry of Health is not responsible for any costs or other obligations incurred or committed by the Bidder related to this RFP or the response. Bidders are encouraged to designate a contact person early in the process providing the contact details (telephone, e-mail and fax) to ensure proper and timely transfer of information.

Failure to abide to the directions set in this document would disqualify the Bidder. In addition, by accepting to participate and actually submitting a Bid, the Bidder acknowledges that he has read, comprehended and accepted all the terms and conditions specified in this RFP and its appendices.

The following timetable represents key milestones in the RFP. These dates are final and will not be extended by Ministry of Health.

Milestone	Date
Release of the RFP	27-02-2013
Last day for purchasing the RFP and last day for bidders to submit signed "Form of Acknowledgment" and "Confidentiality Agreement"	13-03-2013
Site Visit	18-03-2013
Deadline for receiving questions related to the RFP	23-03-2013
Deadline for Bids Submission, before 10.00am	06-04-2013

(Table 1-1) – Key Milestone Dates

1.5. RFP Structure

This RFP is organized in the following manner:

Section No.	Title	Description
Section 1	Introduction	Provides introduction to RFP
Section 2	Current Situation	Provides an overview of Ministry of Health
Section 3	Scope of Work	Defines Scope of work of this RFP
Section 4	Project Implementation and Management	Defines requirements for project implementation and management for this RFP
Section 5	Bid Format	Provides guidelines to the bidders to prepare the Bid in response to this Bid Bidders are requested to follow the Bid structure as mentioned in this section
Section 6	Appendices	Appendices for this RFP

(Table 1-2) – RFP Structure (Main Sections)

The RFP also includes, as an appendix, the documents mentioned in the following table:

Appendix No.	Document	Description
A	Instructions to Bidders	Provides guidelines for the bidders to respond to this Bid.
B	Bid Bond	Format of Bid bond to be submitted by bidders along with proposal.
C	Training Template	Provides the information template for training courses to be provided by bidders for the Technical Proposal. Bidders are required to provide all training course according to this templates.
D	Form of Acknowledgement	Provides format for the bidders to acknowledge receipt of Bid documents from ITA and returned along with the Confidentiality Agreement.
E	Form of confidentiality Agreement	Provides format of confidentiality agreement to be signed by the bidders and returned along with the Form Of Acknowledgement.
F	Bidder's Profile & Reference Templates	Provides Preliminary information and organization details related to the Bidder. Also, Bidders are requested to include credentials in this appendix.

Appendix No.	Document	Description
G	Pricing Table for Financial Proposal	Provides format for providing the commercial details. The same needs to be submitted as a separate document.

(Table 1-3) – RFP Structure (Appendices)

2. CURRENT STATE

2.1. Introduction

The Ministry of Health connects with the citizens of Sultanate of Oman through its portal www.moh.gov.om. This website is a one stop for the citizens for Static data about departments, statistical reports, 5 years plan, news, tender, vacancy, pharmacies on duty, health facts, research reports and publications, manuals and guidelines, pharmaceuticals, health education material and other news and information related to the ministry.

The site is not accessible to all categories of people like the differently abled people etc and considering that it is a e-health portal it should be able to cater to people of all modes of life.

Hence MOH intends to implement a state of the art e-Health portal with both internet and intranet domains to act as one stop for the citizens / target groups / employees requesting information concerning the various facilities and activities that have been implemented / are planned in the near future, including development plans and other Health related initiatives. The e-Health portal shall also integrate with backend systems of MOH and provide electronic services to its customers. The web portal should also be equipped to comply with the Web Accessibility Initiative (WAI) guidelines for accessibility of Web sites, browsers, and authoring tools, in order to make it easier for people with various kinds of disabilities to use the web portal.

2.2. Current Ministry of Health Website Hardware Infrastructure

Currently, Ministry of Health Portal hardware infrastructure consists of a single server deployment hosted within the Ministry of Health. Ministry of Health IT team connects to the portal for administration, management, and monitoring through the intranet.

2.3. Current Ministry of Health Website Software

Ministry of Health Portal is running Linux Apache built using basic PHP pages while utilizing My SQL as a database to store some information. No content management solution exists.

The current deployment is very simple and is on a single server as mentioned in section 2.2.

3. SCOPE OF WORK

3.1. Introduction

Currently Ministry of Health (MOH) connects with the citizens / target groups of Sultanate of Oman through its portal **www.moh.gov.om**. Ministry of Health requires proposals for the design, implementation, deployment and testing of its web portal to provide better user experience to its users. Ministry of Health's portal must be based on ITA's Government Websites Guidelines, Oman eGovernment Architecture Framework (OeGAF), and it must follow industry and government best practices.

Bidders should take into consideration the existing Ministry of Health portal when designing and implementing the new portal. The functionality and information that exist in the current portal should be replicated in the new portal. Any suggested changes to the current functionality and information should be discussed and approved prior to implementation.

The developed portal should be the first point of entry for individuals or organizations that may be looking for any type of information or services related to Ministry of Health. In addition, the portal must provide a comprehensive online experience to its users in an organized, logical and user friendly manner to cater to all of their potential needs. And it should also provide more efficient ways of communication and interaction between the user and Ministry of Health using e-participation concepts and through the usage of popular online trends such as social networking. Also, since Ministry of Health portal will contain sensitive information, high security standards and measures should be embedded in the portal to protect it against unauthorized activities.

The portal should also allow for simplified processes for publishing, editing, and removing information and data to and from the portal through a comprehensive Content Management System (CMS).

Accordingly and in view of the limitations of the current website as stated earlier, MOH is planning to implement the following Systems.

1. **e-Health Portal** - Implement a state-of-art web portal containing two domains namely, intranet domain and internet domain.
 - a) Intranet domain:
 - The intranet domain shall facilitate sharing of information among employees, improve internal collaboration, streamline certain business processes and serve as a central point of access to all information for MOH employees. The Intranet portal shall address functionalities pertaining to Information dissemination and web content management.
 - The intranet portal shall be accessible only by the employees of MOH both within the organisation and also remotely from various regional offices and hospitals of MOH. The intranet portal should provide the users of MOH access to information at multiple levels via department/business, business units and news that is vital to the roles, tasks and responsibilities of the organization.
 - b) Internet domain:
 - The Internet domain shall be a public facing website of MOH disseminating informative content about MOH as an organisation and integrate with back-end applications of MOH in order to offer e-services to the internet community namely general public and customers of MOH
 - Internet domain shall address the needs as an information and e-Health portal and shall facilitate dissemination of content pertaining to MOH as an organisation and offer e-services to the customers of MOH. This internet domain shall be accessible by internet users on the public domain.

It is important to note that the portal is not only directed to highly educate and technology savvy target groups but to target groups such as common man, women, kids and disabled people too. Hence the portal needs to be flexible and easy to use.

Please note that the Copyrights and Intellectual Property Rights of all deliverables produced at various stages of the project will be those of Ministry of Health. The winning bidder shall not disclose or reuse whole or any part of the deliverables produced without obtaining a written approval from Ministry of Health.

The scope of Ministry of Health portal development project covers the following scope items:

1. **Scope of portal's User Grouping:** design, implementation, deployment and testing of Ministry of Health portal to support different user groupings and categorization, following leading practices for its navigation and pages structure and the division of its sections based on user types.
2. **Scope of portal's Features:** design, implementation, deployment and testing of Ministry of Health portal to support the core features and provide various useful options for the users of the portal which is to be the main focal point for individuals or organizations that may be looking for any type of information or services related to Ministry of Health and which should enable easier communication, feedback and participation.
3. **Scope of portal's Design:** design, review, and approval of the portal's general design including look and feel aspects, layout design, functionality, browser compatibility, and other features.
4. **Scope of the portal's Hardware Infrastructure:** It has been decided to host the service with an external hosting provider in Oman or in the hosting facility offered by ITA.
5. **Scope of portal's Maintenance and Support:** Maintenance and Support of the entire solution covering software, hardware, infrastructure and networking components of the portal for three (3) years. The support contract is renewable based on mutual agreement if needed.
6. **Scope of Knowledge Transfer and Training:** Define and conduct knowledge transfer and training programs needed for Ministry of Health developed portal.

In addition to the above scope items, commented source code and documentation of all software components developed or customized during the implementation of the entire solution must be handed over to Ministry of Health after project completion.

Bidders are required to submit bids covering all scope requirements, as they are an integral part of bid evaluation.

The detailed requirements for section 1 to 3 stated above are explained in Appendix H and vendors are required to submit their compliance as per the format provided in Appendix H.

3.5 Scope of the Portal's Hardware Infrastructure

Currently Ministry of Health is planning to host the e-Health Portal with third party hosting providers or with ITA provided hosting facilities. Vendors need to ensure that Servers will be able to communicate with the MOH existing systems at MOH and should consider all solution components required to achieve the same.

In addition, Bidders are required to provide detailed specification of all hardware and infrastructure components needed to deliver and operate the e-Health portal, including servers, storage, network components and security devices as at a later stage MOH decides to procure a host the infrastructure components from their premises. These hardware components should include all front and backend servers necessary to **host** and **manage** all software components, products, and applications for the portal (e.g., Web servers, portal servers, databases, LDAP, application servers, etc.). Vendor need to study what is available with MOH and suggest appropriate solution and utilize what is available currently in case the same is suitable.

Bidders are responsible for the installation, configuration, tuning, and commissioning of the hardware components needed to support the e-Health portal and its software components and products.

Note: In offering the hardware infrastructure components prices and installation costs, bidders are requested to provide a separate and itemized price list for all the hardware components required to host the portal. Ministry of Health reserves the right to choose to procure the hardware components from the winning bidder or to procure the hardware components from a different vendor. In case your organization doesn't supply hardware, you are requested to form consortium with appropriate hardware provider and position your offering.

3.6 Scope of the Portal's Maintenance and Support

Bidders are required to provide Premium Level maintenance and support through the technology vendor for all software used in the Ministry of Health portal. Bidders' warranty must cover all work activities contained in the contract against all design, manufacturing, and environment faults until the issuance of the final acceptance.

Bidders are required to commit to the following maintenance and support terms:

	Key Requirements
Warranty Requirements	<ul style="list-style-type: none">• The bidder should provide warranty for 1 month after go-live in order to ensure that initial teething problems are addressed. The charges for the same (if any) for a period of 1 month should be a part of the financial quote.• Subsequently the duration of the maintenance and support contract shall be mandatory for three (3) years from the final acceptance date of the portal.• The charges for the annual maintenance for a period of three years should be a part of the financial quote.• During the annual maintenance period, the winning bidder shall attend to the defects / issues as per the SLA document from Ministry of Health.• The warranty shall include the repair or replacement of the products / components during the maintenance and support period by the Bidder. The replacement products / components shall meet the related specifications without further repair or modification.• Bidders shall be liable for all costs including, but not limited to, the costs of material, labor, travel, transport and living expenses associated with any repair required for the portal.• There shall be one mandatory preventive maintenance visit by the winning bidder's maintenance team at least once every three months and other areas as agreed upon while finalizing SLA.

Table 3-6-1 – Ministry of Health Portal Maintenance and Support Requirements

3.7 Scope of Knowledge Transfer and Training

The Bidder is expected to transfer knowledge and train Ministry of Health staff on the portal to ensure that the system can be maintained effectively after the exit of the Bidder.

In addition, source code of all software components developed or customized during the implementation of the entire solution must be handed over to Ministry of Health after project completion.

Bidders are required to provide knowledge transfer and training for the Ministry of Health Portal throughout the project implementation phases covering various users groups involved with the portal.

At least seven to ten training days should be included in the proposal. The training should provide an overview of the portal, a detailed technical demonstration, and “train the content manager” sessions so that the attendees of the training feel confident in using the CMS and in uploading content to the portal.

Bidders are required to discuss the training approach, courses, sessions and tools to be used to support the training and knowledge transfer. Bidders are required to handle all training activities including but not limited to the provision of training venue, site set-up, PCs, training material, standard office supplies and any other support tasks as required to ensure successful training. Bidders will also be required to provide electronic and hard copies of all training materials used during training sessions.

Although it is expected that the administration of the portal should be logical, intuitive and on screen instructions should be reasonable, the winning bidder must develop a User Manual that can be used as a reference guide. The guide should enable the reader to be confident in tackling the full range of tasks in the portal. The user manual must be provided in both hard copy and an editable soft copy.

4. PROJECT IMPLEMENTATION AND MANAGEMENT

4.1 Scope of Project Management

4.1.1 Project Management Requirements

Bidders are required to provide an implementation plan illustrating all functional analysis, development, testing, staging, and deployment activities. In addition, bidders are required to specify and describe their deliverables. Bidders are required to specify and describe the different phases and activities of the project. It is very important for Ministry of Health that the bidders provide a quality implementation plan covering all aspects of the project. The implementation plan shall clearly specify the start and end dates (relative to contract signing) of each of the project phases specifying key milestones allowing visibility of project progress. In addition, bidders are required to use standard project management tools such as precedence diagrams, critical path charts, and other tools to create and manage implementation plan and schedule.

Bidders are required to follow an internationally recognized methodology for project management. For each of the items below, Bidders must describe, in their bids, their approach to project management during the project phases:

	Key Requirements
Project Management Requirements	<ul style="list-style-type: none">• Provide a comprehensive project implementation plan covering (but not limited to):<ul style="list-style-type: none">▪ Tasks estimation▪ Project planning▪ Work allocation▪ Progress tracking and monitoring▪ Reporting to Ministry of Health• Describe the project team structure, along with the roles and responsibilities of all team members.• Describe in detail project management processes, methodologies and procedures.• Describe what Ministry of Health resources will be necessary for the project to succeed.• Describe how Ministry of Health management will receive up-to-date reports on project status.• Describe what procedures will be used to keep the project on track and what escalation procedures will be employed to address any problems with project progress.• Describe what quality assurance processes, procedures, formal reviews, etc. will be in place.• Describe the proposed conflict resolution / escalation process between the Bidder and Ministry of Health to handle project or contractual disputes.

Table 2-1-3 – Ministry of Health Portal Project Management Requirements

5. BID FORMAT

This section provides the requirements for bidders to prepare and submit their bids including the expected Bid content structures. Bidders must comply with all items of the Instructions to Bidders listed in [<Appendix A >](#).

Bidders are required to prepare and submit one (1) original and one (1) copy of their bids, and three (3) CDs of each bid of which is to be delivered as follows:

- TECHNICAL BID
- COMMERCIAL BID

Bids shall be prepared simply, providing a straightforward, concise description of the Bidder's ability to meet the requirements of this RFP. Bids should address only those requirements. Bidders shall be aware that unnecessary marketing information in response to this RFP will not be viewed favorably and could impact the evaluation of the Bidder's response.

Bid Preparation

Bidders' technical bids must contain a cover letter, on company letterhead, with an original signature(s) of an Authorized Signatory to bind bidders to the provisions of this RFP. Bidders must conform to the following:

- Bidders agree that their bids will remain valid for One Hundred and Twenty (120) calendar days after the submission date.
- The technical Bid ***must be in English in Times New Roman font of size 12.***
- Bidders can provide additional information in additional appendices but it is not guaranteed that these appendices will be considered for the purpose of the Bid's evaluation.
- All commercial information is removed from the Technical Bid.
- The Commercial Bid will have "Pricing Tables" according to the format specified in [<Appendix G>](#) in English and with prices.
- The commercial information must be bound, sealed, identified as "Commercial Bid", and is separate from the Technical Bid.
- All copies of the bidders' Bid(s) must arrive at the Issuing Office on or before the date and time specified in the RFP Terms and Conditions.

5.1 Technical Bid

This section provides the detailed information required in the Bidder's Technical Bid. Bidders must comply with all items listed in <Appendix A>. This part of bids must be identified as Technical Bid and must be bound and sealed separately from the remainder of the Bid. It must **NOT** include any commercial data or information. Commercial data or information is defined as any information related, directly or indirectly, to the Bidder's proposed charges for products, services and deliverables.

A printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. When submitting additional information, please mark it as supplemental to the required response.

The following documents must be submitted in the technical bid:

	Technical Bid Documents (Suggested Order)
1	<ul style="list-style-type: none">Plan for provisions of services to Ministry of Health for e-Health Portal
2	<ul style="list-style-type: none">Duly Filled Requirements Compliance Matrix (Appendix H)
3	<ul style="list-style-type: none">One page statement explaining the bidder's ability to design and develop the specified portal and duly filled (Appendix F)
4	<ul style="list-style-type: none">Migration strategy for moving the existing portal content to the new one.
5	<ul style="list-style-type: none">Ten Samples of previous work in the following order:<ul style="list-style-type: none">The most recent two items of a similar size and complexity done in the last two years.Remaining eight samples.
6	<ul style="list-style-type: none">Implementation methodology and project plan
7	<ul style="list-style-type: none">Statement accepting the roles and responsibilities specified, along with details of the team which will work on this project
8	<ul style="list-style-type: none">Details of each phase of development
9	<ul style="list-style-type: none">Any other relevant documents and details
10	<ul style="list-style-type: none">Training Plan. (Appendix C)
11	<ul style="list-style-type: none">Deviations & Exclusions
12	<ul style="list-style-type: none">Statement on Source Code & IPR

The formats are given mainly to guide the bidders in corresponding to the requirements stated in the RFP and to structure the responses received. An effort has been undertaken to give the bidders an opportunity to express new ideas and suggest alternatives within the formats. Additionally, the bidders may choose to include supplementary information as part of the technical bid response.

5.2 Commercial Bid

This section provides the detailed information required in the Bidder's Commercial Bid. Bidders must comply with all items specified in [<Appendix A>](#).

This part of Bidder's Bid must be identified as Commercial Bid and must be bound and sealed separately from the Technical Bid. Commercial Data is defined as any information related, directly or indirectly, to the Bidder's proposed charges for products, services and deliverables.

The Proposal must be hard copy of the format specified in this RFP. Unless expressly indicated, bidders shall not include any technical information regarding the services in the proposal. Additional information may be submitted to accompany the proposal. In submitting additional information, please mark it as supplemental to the required response. Prices shall be quoted entirely in Omani Rials. Financials must be inclusive of all taxes, and be exclusively specified. The printed covering letter and all other documents shall be signed by authorized signatories.

The Bidder must use and complete the tables in [<Appendix G>](#) as part of its Commercial Bid to provide the following:

- Commercial data or information must not be presented in any portion of the Technical Bid.
- Commercial data or information consists of, but is not limited to, costs, fees, prices, rates, bonuses, discounts, rebates, third-party services or the identification of free services, labor or materials.
- All prices shall include all costs including procurement and on site delivery.
- Pricing should also include training, maintenance and support.
- Bidders are required to provide an itemized list for each of the required services: software, licenses, Hardware, customization, implementation, management and training components in support of their proposed solution.
- Bidders must Bid for all requirements in this RFP.
- Commercial Bid envelope shall contain the Bid security bond.(Appendix B)

6. APPENDICES
