

## Checklist for Evaluating Vendors for New HMIS Implementation

Form an evaluation committee (e.g., IT, clinical, finance leads) to score vendors. Apply weights for a total score out of 100%. Rate each sub-criterion on a 1-5 scale (1: Does not meet; 5: Exceeds). Include evidence from vendor demos, RFPs, references, or site visits. Calculate weighted scores: (Sub-criteria average  $\times$  Category weight). Add sections for comments, strengths/risks, and final recommendation to facilitate decision-making.

Category (Weight)	Sub-Criteria	Key Questions/Evaluation Points	Score (1-5)	Weighted Score	Comments/Evidence (e.g., Demo, Reference)
<b>Functional Capabilities &amp; Workflow Alignment (25%)</b>	Outpatient/Inpatient Workflow Efficiency	Does it streamline patient journeys (registration to discharge), track TAT at key points, and support satellite centers (Naivasha, Marira, Nairobi)?			
	Clinical Documentation & Modules	Covers SOAP templates, ICD-11 coding, mental health, emergency, theater ops? Includes RIS/LIS, pathology, pharmacy/inventory?			
	Backend Modules Depth	Handles HR, estate management, supply chain (prequalification, requisitions, stock takes), POS?			
	Reporting & Analytics	Real-time dashboards, customizable reports (e.g., MOH			

		tools for TB/HIV), BI for data-driven decisions?			
	AI & Advanced Features	Integrates AI for clinical support, predictive analytics, automation (e.g., scheduling, diagnostics)?			
	<b>Category Average</b>			(Avg × 0.25)	
<b>Technical Architecture &amp; Scalability (20%)</b>	Technology Stack Modernity	Uses modern frameworks (e.g., .NET Core, SPA) vs. outdated (e.g., WebForms, MPA)? Web-based, responsive for mobile/tablets?			
	Performance & Stability	Response time <5s under load (>1000 users)? Demonstrated uptime/slowness mitigation?			
	Scalability & Future- Readiness	Modular design for growth; supports cloud/on-premise; AI/mobile access readiness?			
	User Experience & Usability	Intuitive UI, minimal training curve; accessibility (WCAG- compliant)?			

	<b>Category Average</b>			(Avg × 0.20)	
<b>Integration &amp; Interoperability (20%)</b>	Data Migration Plan	Seamless, secure migration from SmartCare; ensures data integrity/validation ?			
	Financial Integrations	M-Pesa API (real-time payments), insurance portals (e-claims, pre-auth), SHA/DHA compliance?			
	Third-Party & Equipment Integration	Lab/radiology devices, KRA/UHC, external ERPs; supports HL7/FHIR standards?			
	API & Documentation	Robust APIs for custom integrations; offline sync capabilities?			
	<b>Category Average</b>			(Avg × 0.20)	
<b>Vendor Stability, Support, &amp; Partnership (15%)</b>	Track Record & Experience	>5 years; successful Kenyan implementations (e.g., similar faith-based hospitals)? References verifiable?			

	Support Model & SLA	Local presence, <24h response (vs. 48h); post-go-live support (e.g., 3-6 months free)?			
	Implementation Methodology	Agile/Scrum plan; phased timeline (~18 months); knowledge transfer to internal team?			
	Partnership Approach	Collaborative; source code access to avoid lock-in; long-term upgrades commitment?			
	<b>Category Average</b>			(Avg × 0.15)	
<b>Security &amp; Compliance (10%)</b>	Core Security Features	Protects against SQL injection, deserialization; RBAC, audit trails?			
	Data Protection	Encryption (at rest/transit); HIPAA/GDPR equivalent; ODPC registration as data processor?			
	Regulatory Compliance	MOH standards, ISO 15189:2022, Digital Health Act 2023; breach notification?			
	<b>Category Average</b>			(Avg × 0.10)	

<b>Total Cost of Ownership (TCO) (10%)</b>	Cost Breakdown Transparency	Detailed: One-time (implementation, migration, customization), annual (AMC, licenses)? VAT inclusive?			
	Reasonableness & Sustainability	TCO over 3-5 years reasonable; includes training/integrations? No hidden fees?			
	Payment & Timeline Alignment	Milestone-based terms (e.g., 30 days post-sign-off); fits 18-month rollout?			
	<b>Category Average</b>			(Avg × 0.10)	
<b>Overall Total Score</b>				(Sum of Weighted Scores)	

### Summary & Recommendation Section

- **Key Strengths:** List top advantages (e.g., strong AI integration, proven Kenyan references).
- **Key Risks/Concerns:** Note gaps (e.g., high TCO, limited local support). Mitigation ideas?
- **Final Recommendation:** Highly Recommend / Recommend with Reservations / Do Not Recommend. Proceed if score >80%; address reservations via negotiations.
- **Next Steps:** Vendor demo scheduling, reference checks, or RFP clarifications.

