

**Terms of Reference (TOR) for INMAA involves acquiring a polyclinic management software to ensure transparency and digitize the center's workflow at “Al Marj Healthcare Center”.**

Project: Al Marj Healthcare Center

**1. Introduction**

INMAA was established in 2003 (as Enmaa Wal Tajaddod) by a group of people advocating for the rights of the Bedouins, stateless and all marginalized populations, stateless and all marginalized with a strong commitment to universal values and the belief that helping vulnerable communities wasn't enough. Through our various programs and initiatives, we want to assist vulnerable individuals and communities in overcoming their challenges and achieving long-term self-sufficiency. No matter if we're working on community development efforts, economic empowerment programs, or education and training initiatives, our strategy is based on a thorough understanding of the particular needs and assets of the communities we serve. Our dedication to cooperation and collaboration is at the core of all we do. We believe that by working together with community members, local organizations, and other stakeholders, we can create sustainable and practical solutions that have a lasting impact.

**2. Scope of Work**

Establishing a clinic management program to ensure transparency and digitize workflow at “Al Marj Health Center”

According to the conditions and specifications mentioned above

- 1- The software must support patient registration, appointment scheduling, billing and inventory management, with the aim of managing healthcare operations across multiple clinics (pediatrics, general medicine, laboratory, pharmacy, ...).
- 2- The possibility of accommodating an unlimited number of users (doctors, visitors, treatments, appointments, financial operations, expenses, etc.)
- 3-The price provided must include operations (cloud storage - cloud backup for 10 days - installation and testing of programs in the center with all necessary equipment - regular delivery of new update versions).
- 4- The program must support remote communication 8 hours a day, from Monday to Friday.
- 5- Provide a series of training to employees and users on the proper use and handling of installed clinic management software.
- 6-The training should include various software management processes such as: patient registration, appointment scheduling, billing, inventory management, patient treatment tracking, patient records, etc.
- 7- The price submitted for one year must include all the conditions and requirements stated in the price offer.
- 8-The supplier is obligated to carry out any maintenance work related to technical malfunctions that may occur within a maximum period of 24 hours from the moment he is notified of the malfunction, throughout the contract period.

### **3. Duration**

This contract will be for a two -year period, with the expectation that the specified deliverables will be completed in preparation for the first call of the **INMAA** competition in 2024.

### **4. Proposal Submission**

Interested individuals or agencies are invited to submit their proposals by 15th of January 2024. Proposals should be sent to [Inmaaaltajadd@gmail.com](mailto:Inmaaaltajadd@gmail.com) and must include:

- a. Detailed description of the proposed approach to fulfill the scope of work.
- b. Relevant experience and references, specifically related to similar visibility projects.
- c. Budget breakdown, specifying costs for each deliverable.
- d. Timeline for completing the deliverables.
- e. Suppliers wishing to submit a quotation must stamp and sign all attached papers (Request for a quotation - Terms of Reference) and send them via email: [Inmaaaltajadd@gmail.com](mailto:Inmaaaltajadd@gmail.com)
- f. The supplier can suggest other specifications if the specifications required by us are not available.

### **5. Evaluation Criteria**

Proposals will be evaluated based on:

- a. Relevant experience and expertise in visibility projects.
- b. Budget competitiveness and cost-effectiveness.
- c. Timeliness of deliverables.

### **6. Contact Information**

For inquiries or further information, please contact Ms. Hanine Bshara, email: [Inmaaaltajadd@gmail.com](mailto:Inmaaaltajadd@gmail.com).

### **7. Disclaimer**

**INMAA** reserves the right to accept or reject any proposal, to annul the selection process, and to reject all proposals at any time prior to contract award, without thereby incurring any liability to the affected service providers.

Suppliers wishing to apply are kindly requested to ensure that their offers do not include the following companies:

1. Huawei
2. ZTE Corporation
3. Hytera

4. Hangzhou Hikvision
5. Dahua Technology

Inmaa Association will ignore any offer that contains any of the above. We thank you for your understanding