



Electronic Health Solutions
شركة الحوسبة الصحية

Electronic Health Solutions

REQUEST FOR PROPOSAL

Label Printers -2025 Projects- RMS and MOH
RFP Reference Number: RFP-EHS-PROC-12-2025

For Review Only NOT FOR Bidding

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Table of Contents

TABLE OF CONTENTS.....	2
TRANSMITTAL LETTER.....	3
CONFIDENTIALITY STATEMENT.....	4
COMPANY ABSTRACT.....	5
1. CONTACT INFORMATION.....	6
2. GENERAL CONDITIONS.....	7
3. BIDDER QUALIFICATIONS.....	8
4. RFP GUIDELINES.....	9
5. RFP TERMS & CONDITIONS.....	11
6. FINANCIAL COMPLIANCE SHEET.....	14
7. OBJECTIVES.....	15
8. BUSINESS REQUIREMENTS.....	15
9. SUBMITTALS.....	15
10. SOLUTION TECHNICAL SPECIFICATIONS.....	16
11. SCOPE OF WORK.....	17
12. TECHNICAL TERMS AND CONDITIONS.....	17
13. WARRANTY AND SUPPORT.....	17

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Transmittal Letter

Date: 2-MAR-2024

Dear Sir / Madam,

Electronic Health Solutions "EHS" is in the process of tendering "RFP-EHS-PROC-12-2025" for **Supply, Installation, Configuration, Testing and Implementation of Label Printers** in the following sites:

#	Site
1	Ministry of Health (MOH)
2	Royal Medical Services (RMS)

Interested companies are encouraged to submit their technical and financial proposals as per the details provided in this RFP. EHS appreciates your timely and accurate response, meanwhile, shall you have any questions please do not hesitate to contact us.

Procurement Department

Tel: +962 6 580 0461 | Ext. 3050, 3071, & 3073

Email: procurement@ehs.com.jo

Yours sincerely,

Electronic Health Solution

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Confidentiality Statement

This Request for Proposal (RFP) contains information proprietary to Electronic Health Solutions, hereafter referred to as "EHS". Each recipient is entrusted to maintain its confidentiality. The information contained in this RFP is provided for the sole purpose of permitting the Bidder to respond to the RFP. This information may not be reproduced in whole or in part without the expressed written permission of EHS.

The recipient shall hereby agree to keep all the information in this RFP confidential and shall not, without prior written permission of EHS, disclose this information to any person other than the employees, agents, subcontractors, and advisors who are required in the course of their duties to execute proposal preparation activities. The recipient shall undertake the responsibility that all such persons are informed of the confidential nature of the information.

No recipient of this RFP shall, without the prior consent of EHS, make any public statements to any third parties in relation to this RFP or the subsequent short-listing of any prospective implementer or the subsequent awarding of any order. Unauthorized release of information or public statements will result in immediate disqualification.

Information provided by each Bidder will be held in confidence and will be used for the sole purpose of evaluating a potential business relationship with the respective Bidder's company. There will be no obligation to maintain the confidentiality of any information that was known to EHS, prior to the receipt of a proposal from the Bidder, or due to becoming publicly known through no fault of EHS, or if received without obligation of confidentiality from a third party owing no obligation of confidentiality to the Bidders.

For Review Only

Company Abstract

Company Profile

Electronic Health Solutions (EHS) was founded in 2009 as a non-profit company. EHS is owned by the main stakeholders in health and technology sectors in the Kingdom including Ministry of Health (MoH), Ministry of Information and Communication Technology (MoICT), Royal Medical Services (RMS), King Hussein Cancer Center, King Hussein Institute for Cancer and Biotechnology, Royal Health Awareness Society and Private Hospitals Association.

Hakeem is Jordan's National Electronic Health Records (EHR) initiative by which the healthcare sector will be computerized. The program was incepted in October 2009.

The company's mandate is to implement Hakeem in public hospitals, Royal Medical Services sites, Universities Hospitals and King Hussein Cancer Center, in addition to healthcare centers including comprehensive clinics and primary clinics.

Vision, Mission, Goals, and Objectives

Vision

Transform and sustain a continuously improving healthcare system in Jordan by leveraging information technology.

Mission

Provide a secure and accessible platform that enables the storing and sharing of electronic patient health records at all healthcare facilities enrolled in Hakeem.

Objectives

EHS main objectives are the following:

- 1- Improve Healthcare
- 2- Reduce the Cost of healthcare services.
- 3- Provide Data for Research and Decision Making

Benefits

- Raising healthcare quality and outcomes by enhancing the accuracy of diagnoses, medication administration, and patient information management;
- Boosting health facilities' efficiency and workflow by saving time and reducing errors in information retrieval;
- Supporting research, scientific studies and, decision-making by supplying the necessary patient data, history and statistics;
- Reducing operating costs by optimizing resource utilization and, preventing lab test repetition.

1. Contact Information

Any questions regarding this RFP shall be directed to the following email address in writing:

Name:	Procurement Department
Company:	Electronic Health Solutions
Address:	King Hussein Business Park, King Abdullah the second street. 4408 Amman 11952
Telephone / Fax:	Telephone +962 (6) 5800461 EXT3050, 3071 Fax +962 (6) 5800466
Email:	Procurement@ehs.com.jo

The bidder should receive a response from the procurement department, if not please call the following number +962 79 668 1595 Or Tel: +962 6 5800461 | Ext: 3050, 3073

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2. General Conditions

Upon participation, the bidder agrees to the following:

1. All costs incurred by Bidder in the preparation of this proposal shall be borne by the Bidder.
2. "EHS" will assume that all statements in writing, made by persons submitting Proposals are true, accurate, complete and, not misleading.
3. "EHS" reserves the right to cancel, at any time, this RFP partially or in its entirety. No legal liability on the part of "EHS" for payment of any kind shall arise and in no event will a cause of action lie with any bidder for the recovery of any cost incurred in connection with preparing or submitting a proposal, in response hereto all efforts initiated or undertaken by the bidder shall be done considering and accepting this fact.
4. Bidder's proposals shall be based on full compliance with the terms, conditions and, requirements of this RFP and its future clarifications and/or amendments.
5. "EHS" shall not be under any obligation to return or save either the original or any copies of any Bidder's Proposals (technical and/or financial), and all documents submitted to "EHS", whether originals or copies, shall be kept or disposed of by "EHS".
6. This Request for Proposal doesn't constitute an offer. "EHS" shall not be under obligation to enter into any agreement with any Bidder in connection with this RFP and responses received.
7. The Bidder's proposals (technical and financial) shall comply with the laws and regulations of the Hashemite Kingdom of Jordan.
8. The Bidder's proposals (technical and financial) shall be compatible with international standards and best practices.
9. As a part of the RFP response, the Bidder is requested to fill out the compliance sheet included in this RFP.
10. The bidder must include in his technical proposal a detailed Bill of Quantity "BOQ" for all proposed and priced items and services. Accordingly, this should be reflected and included in the financial offer with itemized quoted prices for all proposed items.
11. The bidder must commit to providing EHS with the same prices and terms for a period of (1) year starting from the Awarding Letter date for the purpose of Variation Orders
12. The quantities requested in this RFP are subject to increase, decrease or, cancellation as per the actual requirements in the awarding date. In case the quantities decrease the vendor is responsible to install the available materials from the EHS warehouse.

13. في حال أن تعذر على "المناقص الفائز بالعبء" تنفيذ التزاماته التعاقدية و/أو أي جزء منها، بحيث يكون قد تأخر في توريد المواد و/أو الخدمات المحددة لمدة (45) يوم من التاريخ الواجب على "المناقص الفائز بالعبء" خلاله تنفيذ التزاماته، فسيكون في هذه الحالة من حق "شركة الحوسبة الصحية" إلغاء قرار الإحالة والعلاقة التعاقدية التي تجمعهم مباشرة دون الحاجة الى اشعار و/أو اذار و/أو استصدار حكم قضائي. كما يكون من حق "شركة الحوسبة الصحية" في هذه الحالة شراء ما كان متفق عليه من مورد آخر يراه مناسباً، على أن يتحمل "المناقص الفائز بالعبء" كافة النفقات التي قد تكبتهما "شركة الحوسبة الصحية" جزاء ذلك الى جانب تعويض "شركة الحوسبة الصحية" عما لحقه من أضرار إثر تعذره عن تنفيذ التزاماته.

3. Bidder Qualifications

1. Bidder should be a Company registered under the Jordanian Ministry of Industry and Trade for more than three years or represented by a company abiding by the aforementioned condition; otherwise, any international or regional bidder must present the formal documents which prove the financial capacity of the company in addition to its commercial registration documents at the country of origin
2. Bidder should have at least three references of similar projects preferably in the health care sector and to be accepted by EHS.
3. The Bidder shall have at least 2 live installations with support as of the date of submission of this bid.
4. The Bidder shall have specialized and certified engineers with relevant technical certification for at least two engineers.
5. The bidder must submit Up-To-Date official documents of registration issued from the Companies Control Department at the Jordanian Ministry of Industry and Trade.
6. The bidder shall be an authorized Top Level (Tier One) Partner of the mother company he represents in this bid. An up-to-date valid official letter/certificate from the mother company shall be submitted by the bidder as part of the bidder's qualification documents, to prove the level of partnership for the bidder.
7. The bidder must have at least (2) two engineers certified by the mother company for the implementation and technical support of the proposed solution.
8. All proposed and supplied equipment\solutions\items\services must be original, brand new (not refurbished) and, licensed by the manufacture (mother company) to be supplied and installed for this project at EHS.
9. All proposed and supplied equipment / solution / items / appliances / hardware must be newly manufactured with manufacturer valid warranty and support duration for not less than (7) years from the date of delivery. This implies that supplied products must not be obsolete, phased out of production, out of sales, and support.
10. All proposed and supplied equipment\solutions\items\services must be original, brand new (not refurbished) and, licensed by the manufacture (mother company) to be supplied and installed for this project at EHS.

11. تلتزم الشركة المحال عليها بتحديد نسبة الصيانة و الدعم الفني في العرض المالي للأجهزة المحال عليها للسنوات التي تلي فترة الصيانة المجانية شاملة قطع الغيار و الأيدي العاملة علماً بأن هذا البند سيكون جزء من التقييم المالي للعرض المقدم

The winning bidder is obliged to determine the percentage of maintenance and technical support including spare parts and manpower for the years following the free maintenance duration. This has to be specified clearly in the financial offer for the supplied devices\solutions as per this RFP and will be part of the financial evaluation of the bid.

4. RFP Guidelines

a. RFP Issuance & Submission

Event	Date
1. RFP distribution to vendors	2-MAR-2025
2. Questionnaire Session	N/A
3. Proposal due date Closure Date	23-MAR-2025

b. Queries and Responses

All inquiries during the questions and answers session (Bidder Conference) if conducted must be documented., Verbal clarifications, inquiries or communication are not permitted, and only written communication is accepted.

c. RFP Acknowledgement

1. Award of the contract resulting from this RFP will be based upon the most responsive vendor whose offer will be the most advantageous to "EHS" in terms of cost, functionality, and other factors as specified elsewhere in this RFP.
2. Vendor has a period of (5) days to acknowledge and accept the awarding letter with its terms and conditions. Delay of acceptance will yield into consideration of rejection.
3. EHS" reserves the right to:
 - a) Accept other than the lowest-priced offer.
 - b) Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.
 - c) Award the RFP contract on a partial basis (i.e. not all requirements requested from a single vendor.)
 - d) Not declare the name of the winning bidder, and awarding details.

d. Proposal Format Requirements

1. The financial and technical proposals must be submitted separately. Each proposal must be sent in a separate (PDF) electronic file (PDF). **(If the proposal file document size is bigger than 9 Megabyte (MB), you may send the document through a secured file hosting service and an internet-based computer file transfer service company such as Dropbox, WeTransfer, etc.)**

2. The proposals must be sent to the Procurement Department email namely; (Procurement@ehs.com.jo). A password divided into (3) portions and not to be less than (9) nine digits must be set on the financial offer.
3. The passwords must be sent through a text message (SMS) to relevant mobile numbers which will be cellular mobile numbers that will be provided to the bidders at a later stage.
4. Pricing must be per site with a breakdown itemized pricing for each item, component, product and services included in the submitted Financial Proposal.
5. The Financial Proposal must specify clearly the compliance with the (5) five years' warranty duration required in the Technical Specification section.
6. The bidder shall submit only one financial proposal file. The financial proposal must include all of the products or solution options proposed in the Technical Proposal. The financial proposal must be in a format that is easy to read and understand and in compliance and consistent with the pricing and terms and conditions mentioned in this RFP document. The financial proposal must be in English.

The financial proposal must be signed by an authorized representative of the bidder.

If the bidder submits more than one financial proposal file, or if the financial proposal does not include all of the products or solution options proposed in the Technical Proposal, the bidder's proposal may not be considered.

7. The bidder must submit a cover letter in a PDF format as a separate document from the Technical and the Financial Proposal. The cover letter must include the following information:
 - The tender reference number.
 - The name of the bidder.
 - The contact information for the bidder.
 - A list of the product(s) and/or solution(s) names that are being proposed, along with the corresponding product and/or solution code.
 - A listing of the proposed product(s)\ solution(s)\service(s) along with their relevant brief description.

The aforementioned information must be filled in the following “Table Template” and must be consistent and in a total match with the relative names and descriptions included in the financial and technical proposals.

The list of product and/or solution names must match those included in the Technical and Financial Proposal. If the bidder does not submit a cover letter, or if the list of product and/or solution names do not match those included in the Technical and Financial Proposal, the bidder's proposal may not be considered.

Table Template (ملخص للمنتجات والخدمات والحلول المعروضة)

The following table template can be used to list the product and/or solution names that are being proposed:

Option	Product\Solution\Services Name	Product\Solution\Services Description
Option (1)	Product 1	
Option (2)	Solution 1	
Option (3)	Solution 2 & Product 2	

5. RFP Terms & Conditions

a. Evaluation Criteria

1. "EHS" will evaluate each response. Responses will be evaluated on many criteria deemed to be in EHS's best interest, including but not limited to, technical offering, price, warranty, delivery duration, Bidder certification, accreditation, schedule, bidder's capabilities, compliance with bonding, and any other factors that "EHS" determine. The order of these factors does not denote relative importance.
2. "EHS" reserves the right to consider other relevant factors as it deems appropriate in order to obtain the best value.

3. This RFP does not commit “EHS” to select any firm, enter into any agreement, pay any costs incurred in preparing a response or procure or contract for any services or supplies. “EHS” reserves the right to request additional information from the bidders whose response meets “EHS” needs and business objectives without requesting such information from all respondents.

b. Rejection of Proposals

“EHS” reserves the right to reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor.

c. Proposal Costs and Expenses

No legal liability on the part of “EHS” for payment of any kind shall arise and in no event will a cause of action lie with any bidder for the recovery of any cost incurred in connection with preparing or submitting a proposal. In response hereto all efforts initiated or undertaken by the bidder shall be done considering and accepting this fact.

d. Bid, Performance, Advance payment, and Warranty Bonds

1. Unconditional Bid Bond valid for (3) three months with an amount of (JoD 2,500.00) Two Thousand Five Hundred Jordanian Dinar to be renewed automatically must be submitted by every participating bidder.
2. Advance payment LG, is to be submitted against any required advanced payment.
3. Unconditional Performance Bond for (10%) of the total amount of the awarded value shall be submitted by the winning bidder and within (5) working days from the date of the award. The Performance bond must remain valid for the total duration of the the implementation of the project and until the delivered solution is finally received and accepted by EHS. This Performance Bond will be replaced by the Maintenance LG after items delivered installed and finally accepted duly. The Maintenance Bond will remain valid until the end of the warranty duration. In case the winning bidder fails to submit the performance bond, EHS reserves the right to cancel the contract and liquidate the bid bond without reverting to the bidder.

e. Penalties

In the event, the bidder fails to deliver according to the agreed time (for either the initial agreed delivery date or any of the subsequent delivery dates). The Bidder must pay EHS a delay penalty of (1%) of the total contract amount for each calendar week of delay. The maximum penalty for delays shall not exceed (10%) of the total contract value. The payment or deduction of such penalty shall not relieve the winning bidder

from its obligations to complete the services or from any other obligations and liabilities under this bid.

f. Payment Terms

1- Payment terms:

- 20% Advance Payment against "Advance Payment LG"
- 20% upon items delivery
- 20% upon installation or implementation
- 40% on final EHS acceptance.

In case the winning bidder fails to comply with the "Advance Payment LG" term set for the first payment, hence, the winning bidders will be entitled to receive (40%) of the total contract value after the fulfillment of the delivery and initial receiving conditions "إستلام توريدي" set forth in this RFP.

- ### 2- Payment currency shall be in Jordanian Dinar (USD and Euro exchange rate will be calculated at the currencies exchange rate issued by Central Bank of Jordan at the payment date).

3- التزام المورد بتطبيق نظام الفوترة الوطني:

استنادًا إلى قرار مجلس الوزراء رقم (2) لسنة 2025 "نظام معدل لنظام المصاريف والمخصصات والاستهلاك والإعفاءات" الصادر بتاريخ 2024/12/21، والذي يقضي باعتماد الفاتورة الإلكترونية الصادرة عن برنامج الفوترة الوطني الإلكترونية أو عن برنامج تم ربطه ببرنامج الفوترة الوطني الإلكتروني ووفقًا لنظام تنظيم شؤون الفوترة والرقابة عليها رقم (34) لسنة 2019 النافذ من المشتريات المحلية من السلع والخدمات، يلتزم المورد بتقديم فواتير إلكترونية صادرة عن برنامج الفوترة الوطني أو عن برنامج تم ربطه ببرنامج الفوترة الوطني الإلكتروني لمشتريات شركة الحوسبة الصحية وبما يشمل جميع أوامر الشراء وقرارات الإحالة والعقود الصادرة عن شركة الحوسبة الصحية.

نعتذر عن قبول أي فواتير غير مطابقة للمواصفات المذكورة أعلاه بعد تاريخ (2025/3/31).

g. Terms of Delivery

Delivery, Installation and, Implementation within (8-12) Weeks from the date of the purchase order at the EHS HQ offices or any of "Hakeem" Project sites. Final acceptance is required by EHS, and penalties for delays will be imposed as per the condition specified in clause (5.e) of this RFP.

h. Offer Expiry Date

The validity of the Proposal shall be no less than (90) days unless clearly mentioned differently.

The prices must remain fixed and valid for (90) days from the date of the invitation for bid closing date and shall be clearly stated in the technical and commercial bids.

6. Financial Compliance Sheet

#	Description	Comply (Yes/No)	Reference in the proposal
1	The bidder shall comply with all points included in the general conditions section		
2	The bidder shall comply with all points included in the bidder qualifications section		
3	The bidder shall comply with all points included in the RFP guideline section		
4	The bidder shall comply with all points included in the RFP terms and conditions section		

التزام المورد بتطبيق نظام الفوترة الوطني:

استناداً إلى قرار مجلس الوزراء رقم (2) لسنة 2025 "نظام معدل لنظام المصاريف والمخصصات والاستهلاك والإعفاءات" الصادر بتاريخ 2024/12/21، والذي يقضي باعتماد الفاتورة الإلكترونية الصادرة عن برنامج الفوترة الوطني الإلكتروني أو عن برنامج تم ربطه ببرنامج الفوترة الوطني الإلكتروني ووفقاً لنظام تنظيم شؤون الفوترة والرقابة عليها رقم (34) لسنة 2019 النافذ من المشتريات المحلية من السلع والخدمات، يلتزم المورد بتقديم فواتير إلكترونية صادرة عن برنامج الفوترة الوطني أو عن برنامج تم ربطه ببرنامج الفوترة الوطني الإلكتروني لمشتريات شركة الحوسبة الصحية ووبما يشمل جميع أوامر الشراء وقرارات الإحالة والعقود الصادرة عن شركة الحوسبة الصحية.

نعتذر عن قبول أي فواتير غير مطابقة للمواصفات المذكورة أعلاه بعد تاريخ (2025/3/31).

7. Objectives

EHS invites technically complete and commercially competitive bids from reputed bidders for Supply, Installation, Configuration, Testing and Implementation of Label Printers in the following sites:

#	Site	Quantity
1	RMS	31
2	MOH	276
Total		307

8. Business Requirements

The solution must address the following business requirements:

1. Install Printers systems and related configurations as per EHS needs
2. Provide continues support for Hakeem services.

9. Submittals

The bidders' proposal shall include the following:

1. Compliance sheets (for both technical and financial).
2. Data sheets for all proposed options.
3. Detailed BOQ.
4. Price for all spare parts and consumables (Print Head, Roller, etc...)
5. Printer total cost of ownership (TCO).

10. Solution Technical Specifications

10.1. Label Printers Systems

Printer Type	<ul style="list-style-type: none">• Industrial Printer only.
Print methods	<ul style="list-style-type: none">• Direct thermal.
OS Compatibility	<ul style="list-style-type: none">• Windows 10 and higher• Linux
Resolution	<ul style="list-style-type: none">• At least 203 dpi/8 dots per mm.
Memory	<ul style="list-style-type: none">• (Min): 4 MB Flash, 8 MB DRAM.
Standard Features	<ul style="list-style-type: none">• LCD control panel.
Media Sensor	<ul style="list-style-type: none">• Transmissive and reflective sensing sensors.
Programming Language:	<ul style="list-style-type: none">• Compatible with ZPL. ZPL II, EBL
Charactering Coding	<ul style="list-style-type: none">• UTF 8
Font	<ul style="list-style-type: none">• Printer must support and include Arabic language• "TT0003M.ttf" font must be installed on printer memory card
Connectivity	<ul style="list-style-type: none">• Internal Ethernet Card, and USB 2.0
Power	<ul style="list-style-type: none">• AC 100-240 V
Installation Services	<ul style="list-style-type: none">• Onsite installation service shall be provided by vendor based on EHS requirements and terms
Warranty	<ul style="list-style-type: none">• Five years warranty and on-site support (Including Print Head) – See Warranty and support section.
Compatibility with Hakeem Program Applications	<ul style="list-style-type: none">• If not tested before a test unit should be provided

11. Scope of Work

The scope of this RFP covers installing the Label Printers systems based on the related standards and the best practices. The scope of work shall include the following:

- The proposal shall include the delivery and installation for all items on sites based on EHS requirements.
- Onsite installation for all the requested materials based on EHS requirements
- Perform any preparatory site visits and any related activities to insure the best deployment.
- The bidder shall provide SLA within the contract to resolve the hardware and software issues that may arise during the contract period.

12. Technical Terms and Conditions

1. The bidder shall have at least two certified engineers according to the manufacturer's recommendations on the proposed solution.
2. The bidder shall classify as a tier one partner; the bidder shall provide the required manufacturer's certificates or letters for his qualifications.

13. Warranty and Support

1. The bidder shall offer minimum of (5) year's warranty.
2. The bidder shall offer minimum of (5) year's maintenance and support service; Maintenance and support service shall cover all supplied components (Including Print Head).
3. During the warranty period, the contractor shall provide all required spare parts free of charge.

The warranty period covers support on s



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