

REQUEST FOR INFORMATION (RFI)

RFI Reference: 23-295		Date: 13 July 2023
Title of the RFI	Patient ID Wristband Solution	
UNSPSC code(s)	Click or tap here to enter text.	
Closing date for receipt of the RFI	31 July 2023, 4:00 PM Manila time. If any doubt exists as to the time zone, refer to http://www.timeanddate.com/worldclock/ .	
Address RFI response by e-mail to the attention of:	Ann Loren YU	
E-mail address:	anyu@iom.int copying mscuprocurement@iom.int	
OBJECTIVES OF RFI		
To identify latest solutions available in the market and best practices from vendors on the following questions to inform its process assessment, solution design, and planning. Vendor information provided will also be used to generate a responsive term of reference for the Request for Proposals (RFP) stage, should it be decided later on.		
DESCRIPTION OF REQUIREMENTS		
<p>The IOM runs large-scale global health assessment programs to assist migrants with satisfying immigration health screening requirements and to provide medical documentation required by various destination countries. Given that the pre-departure health assessments are obligatory in the immigration process for certain categories of migrants, such as visa applicants and labour migrants, and highly impact their migration circumstance as well as the public health scenario of the host countries, it is critical that integrity and reliability of the health assessment process is maintained, particularly in verifying the identity of applicants.</p> <p>As such, IOM intends to integrate patient ID wristbands with barcodes or QR codes to visibly identify applying migrants in its migration health assessment clinics, including holding areas (where applicable), which aims to facilitate accurate identity verification and provide a single, unique applicant identification across end-to-end business process and medical software applications used.</p>		
SPECIFIC INFORMATION IOM IS EXPECTING TO RECEIVE		
RN	IOM Questions	Vendor Responses
1	What patient ID wristband types, printer models, and barcode/QR code scanners do you offer? Could you please recommend at least three models based on our requirements, and describe the advantages of each?	
2	We require that the patient ID wristbands be tamper-proof (i.e., not easily removed and cannot be reused) and durable from alcohols/sanitizers. Could you please describe the durability features of each ID wristband type you have recommended?	
3	Could you please demonstrate how much information could be printed given the specifications of your recommended wristband types? It would be helpful to see a mock-up patient ID wristband with a specific use case	

	for each of the recommended wristband type/specification.	
4	Please also describe whether the recommended printer models could be connected to multiple computers at once and be capable of centralized printing. Please provide recommendations on appropriate set-up based on best practices.	
5	How much would each model cost? Could you please provide an estimated cost per unit, broken down per hardware requirement?	
6	Is there any software license required in order to fully utilize the features of your recommended hardware? If so, please describe its specifications and provide an estimated cost per unit.	
7	What is the lifespan of your recommended devices? What maintenance or after-sales services would you offer along with your recommended hardware and/or software?	
8	We are also interested for more information in the use of RFID wristbands in healthcare setting. From your experience, in what use cases did your clients usually apply this type of band? Could you share with us how it was used in monitoring patients within the premises, if this has already been applied in one of your previous projects?	
9	In relation to #8, were the RFID wristbands disposable or reusable? What are the advantages and disadvantages of each sub-type?	
10	How much will the RFID wristband solution cost (RFID tags, scanner, software, etc.) compared to the usual barcode or QR code wristband solution?	
11	Would you be amenable to do a demonstration exercise at no cost to IOM, either remotely or onsite in Manila, Philippines if at all possible, to exhibit the functionality, performance, security, etc. of the product you are offering?	
12	We require that the hardware requirements be integrated with the medical staff's computers and the medical software applications we are using throughout the process. Do you offer development and integration services? If so, could you please detail the scope of work you are able to provide, as well as time allocation and estimated cost for each scope of work?	
13	If you are offering development and integration services, how long do you think will it take to develop a proof of concept (POC) involving a legacy system/application? How would you propose to continue development to enable deployment into pilot production?	
14	As part of the UN system, we value sustainability in the way we do our work. How is sustainable resource use factored in the design and production of your solutions?	

In view of the above, IOM requests information from Service Providers in the market on services offered to supply and/or undertake the development and integration of the abovementioned patient ID wristband

solution for IOM's global health assessment program. We also encourage you to highlight product design with sustainability feature as using Annex A. Project details can be found in the attached Annex A.

NOTE

Please note that IOM does not intend to pay for any information furnished in response to this RFI or will not be responsible for any costs incurred by the vendors related to the response to this RFI or any other activities related to the preparation of information. This call for RFI does not constitute a solicitation.

Please note that this is not an Expression of Interest (Eoi), and therefore the outcome of this survey may not necessarily result in an Invitation to Bid or a Request for Proposal.

The responses shall be submitted through electronic mail at address anyu@iom.int copying mscuprourement@iom.int not later than **07 August 2023, 4:00 PM Manila time**. Receipt confirmations, status updates or clarifications in response to this RFI or planned solicitation will not be provided.

IOM also reserves the right to require compliance with additional conditions as and when issuing the solicitation documents. Submitting a reply to a call for RFI does not automatically guarantee that a supplier will be invited to tender.

All information which comes into IOM's possession or knowledge in connection with the RFI is to be treated as strictly confidential and will not be communicated to any third party.

Nothing in this RFI affects the privileges and immunities enjoyed by IOM as an intergovernmental organization.

IOM is encouraging companies to use recycled materials or materials coming from sustainable resources or produced using a technology that has lower ecological footprints.

Annex A

Patient ID Wristband for IOM Global Health Assessment Program

Project Background

One of the cores services of the IOM is providing migration health assessments to immigrants and refugees prior to their departure for the purpose of resettlement, international employment, enrolment in specific migrant assistance programs, or for obtaining a temporary or permanent visa. These pre-migration health assessments ensure early detection and treatment of conditions of individual and public health concern, safer travel, and prevention of negative health events during travel or on arrival at host communities, which in turn protect the health of both migrants and host communities.

IOM usually conducts its pre-migration health assessment services in a clinic set-up, and in some cases in a camp setting, where migrants come to undertake the relevant immigration health screening activities, which differ and depend on the situation, type of migrant, and requirements of the host countries. Prior to visiting the IOM migration health assessment clinics, each migrant is encouraged to book their appointment either via the Online Medical Appointment System (OMAS) or call or email the respective clinic to provide their biographical details and set their appointment date. Migrants can also walk in without prior appointment.

Once in the clinic, the migrant's full biographical details and photo are registered in the system, and their identity verified by IOM medical staff via visual validation of identity document presented, usually a passport. In clinics where the passport scan functionality has been piloted, the passport details are automatically extracted to MIMOSA, one of IOM's corporate databases, along with the image of the passport biodata page. Other mandatory information are manually encoded in the system. Once migrant profile is completed, profile is printed and signed by the migrant, and payment is made. This concludes the registration process.

Upon registration, the migrant could proceed to the different health assessment stations, which depending on type of migrant, situation, and destination country-specific guidelines, may include some or all of the following examinations:

- Radiology
- Phlebotomy
- Laboratory testing (e.g. urinalysis)
- Medical history and physical examination
- Vaccinations
- Sputum collection
- Other pre-departure evaluations or interventions such as counselling, mental health evaluation, etc.

These health assessment stations could be located in the same or in different buildings, but in either way are usually in separate rooms from one another, and that migrants have to move from one station to another. The migrant's identity is manually verified in each station before the respective medical service could be performed. Once the full pre-migration health assessment is completed, the migrant is issued a medical certificate when the results are normal, otherwise, they are referred for further tests or treatment when an illness of concern is either detected or confirmed.

Given that the medical certificate issued is a crucial requirement in the immigration process, coupled by the clinical set-up where health assessment points are stationed separately from one another, ensuring accuracy of migrant identity receiving medical services is critical to the migration health operations, such that no duplicate individuals are being registered in the system and it is ensured that the same individual transfers and

receives the medical health service from one health assessment station to another. Efficiency is also of primary importance in the quality of services provided to the migrants.

IOM intends to integrate a patient ID wristband solution in the operations, aiming to:

- 1) Facilitate accurate and efficient identity verification; and
- 2) Provide a single, unique applicant identification across end-to-end business process and medical software applications used.

In general, the primary medical software application used throughout the process is MiMOSA which is a legacy system that interfaces with the a) online medical appointment system, b) laboratory information management system, and c) radiology information management system.

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