

18 February 2025

International Public Tender No. 110-2024
For procurement, adjustment, testing, installation, instructing on, deployment and maintenance of LIMS (Laboratory Information Management System) at governmental medical centers
Answering clarification questions

1. The Division of Medical Centers (hereinafter - the "Division") has published public tender No. - 110-2024 for procurement, adjustment, testing, installation, instructing on, deployment and maintenance of LIMS (Laboratory Information Management System) at governmental medical centers (hereinafter the "Tender").
2. In accordance with the provisions of section 8.5 of the tender, clarification questions were submitted.
3. The tenders committee of the Division discussed the questions, and attached the following documents:
 - a. Appendix A - Answers to the clarification questions, which were forwarded to the Tenders Committee.
 - b. Appendix B - the updated tender documents. Changes to the document are marked with edition marks. It will be clarified that some of the updates result from the answer to the clarification questions and some were made at the initiative of the Division.
4. **It will be clarified that the updated tender documents attached to this document are binding and no reference should be made to the original published tender documents.**
5. Do not rely on any explanation or interpretation given orally or in writing or in any other way by anyone on behalf of the division or by any other party on its behalf, as far as possible, in any forum or form. The only changes from what is stated in the tender documents and all interpretations and clarifications to them are as detailed in this document only.
6. **For the attention of the bidders: This is the first round of answers. With the publication of the last answers and the bid booklet, an additional date will also be given for sending questions and the date for submitting the bid booklet will be postponed accordingly.**

Regards,

Division of Governmental Medical Centers

| # | Part | No. | Question | Answer |
|----|------|-----|--|---|
| 1. | A | 1.6 | "The services that are required according to this tender will also be provided to additional units at the Ministry of Health" Are there any additional units, beyond what is detailed: at https://www.health.gov.il/UnitsOffice/govHealthCenters/Documents/healthCenters2.pdf ? If so, please provide. | The division reserves the right to add additional units or additional centers as there may be in the future |
| 2. | A | 1.6 | Please provide the estimated volume for each such unit. "Additional units at the Ministry of Health" | At this time it is known that the Israeli government is planning to open a government medical center in the Negev, in addition to the centers listed in the tender documents. |
| 3. | A | 1.6 | Please provide where in "Appendix D—price quotation sheet" a placeholder for quoting the price for the additional unit can be found. | All units will be priced according to the model specified in the tender: sample numbers or Enterprise pricing |
| 4. | A | 1.6 | In case the above list does not exist – what would be the cap for each such type of additional unit? | Information is not available |
| 5. | A | 1.8 | Due to the complexity of the tender and the submissions made by international manufacturers, we request an additional date for asking clarification questions. | The Division will allow another round for sending questions. With the publication of all the answers, a date for another round of questions and an updated date for submitting the answer will also be published. |

| # | Part | No. | Question | Answer |
|-----|------|-----|---|--|
| 6. | A | 2 | Presence/Unit in Israel The reference to section 26.2.4.4 was not found | See the updated tender documents |
| 7. | A | 2 | Presence/Unit in Israel Regarding section 4.5.2, please detail the professional breakdown of the 100 local professions (development, characterization, DevOps, DBA, support, implementation, customer management, etc.) | See the updated tender documents |
| 8. | A | 2 | Proposed supplier / solution / product Please clarify whether the commitment to carry out mandatory developments and feature completions as part of the terms of the tender is to the feature list detailed in the appendix or to preserve the existing situation. | see section 3.3 Mandatory Answering |
| 9. | A | 2 | Proposed supplier / solution / product What is the expected completion schedule for these developments? | see section 29 Work Plan |
| 10. | A | 4 | If the bidder doesn't have reference sites within the defined geographic and language limits, would a tender still be considered if it includes alternative locations and languages? | A tender will be considered if the Bid meets the Threshold conditions. |
| 11. | A | 4 | The tender lists mandatory / non-optional requirements but doesn't differentiate between optional requirements which are not mandatory. Can you please clarify what are the gateway requirements for a bidder to be considered? | see section 3.3 Mandatory Answering |

| # | Part | No. | Question | Answer |
|-----|------|-----|---|---|
| 12. | A | 4.5 | To better manage risks given the current security propose amending the tender situation, we conditions regarding the definition of bidder in section 4.5 (Threshold condition – the bidder) of rest of related items. Part A, and accordingly the We ask that bids be submitted by the representative the manufacturer in Israel as a prime contractor, of acting as a subcontractor and with the manufacturer if necessary. In addition we request that the prime contractor may be able to rely on the product and manufacturer in order to meet the experience of the This .threshold requirements and quality score adjustment will increase the number of quality .proposals submitted | No change in the wording of the section |
| 13. | A | 7 | Please confirm the supplier will be able to negotiate the terms of the Engagement Agreement and if so, to which extent. | The bidder must now send all the questions, on any topic (including the contract and its appendices) according to the format specified in the tender. For this purpose, an additional deadline was given for sending questions. |

| # | Part | No. | Question | Answer |
|-----|------|-----|--|---|
| 14. | A | 8.4 | Error! Reference source not found. | Question is unclear |
| 15. | A | 12 | Would be accepted a different licensing model based on number of users connecting simultaneously? | There is no change in the pricing model. A price quote must be given according to the model published in the tender documents |
| 16. | A | 12 | We would like to clarify that while the semi-annual fee is calculated based on the past half-year, the payment is made in advance for the next six months. | TRUE |
| 17. | A | 12 | We would also like to clarify that the section is not relevant for those who choose the 'Enterprise' track | confirmed |

| # | Part | No. | Question | Answer |
|-----|------|---------|---|--|
| | | | (as opposed to the 'Volume' track) as the semi-annual amount is fixed. | |
| 18. | A | 12 | We would like clarification regarding the 'price of a sample.' Is the price of a 'complex' (e.g., pathological or genetic) sample the same as that of a 'simple' sample, such as chemical or hematological? | Price per sample refers to a sample with no distinguishing between types of samples. |
| 19. | A | 12 | We propose that a pre-defined, agreed-upon report, as opposed to a unilateral decision, determine the volume in section 12.4. | No change in the wording of the section |
| 20. | A | 13 | Is the NIS calculated with each invoice at the then current exchange rate? | The amount in shekels is calculated according to the exchange rate of the invoice date |
| 21. | A | 4.3.2.5 | You state: " An attorney's confirmation that the signers on its behalf on the bid are authorized to bind the bidder with their signature." : Can you please clarify if confirmation form our own attorney (Chief Legal Officer) is enough or should it be from an attorney based in Israel? | confirmation from the bidder's own attorney is enough |
| 22. | A | 4.4.1 | Off the shelf product-based solution Clarification regarding the list of laboratories: Are existing laboratories that do not appear in the laboratory list (such as virology, nephrology, gastroenterology, cytology, bone marrow, HIV, etc.), are weighted in the calculation of the overall score if specified by the bidder? | Virology, gastrology and nephrology labs are part of the generic labs and therefore do not have a separate score. The cytology laboratory is part of the pathology laboratory. There is no separate weight for bone marrow lab |
| 23. | A | 4.4.1 | Off the shelf product-based solution The Genetics laboratory does not appear in the list of modules required as a prerequisite; however, it | see Appendix A4.6 Genetics laboratory is an advantage. |

| # | Part | No. | Question | Answer |
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| | | | appears elsewhere in the tender documents (like in Pricing D Excel in cells B29 and B51) | |
| 24. | A | 4.4.2 | Please confirm we can include references of the previous generation of our product | It is possible to include references of the previous generation of our product, provided that the presented functionality also exists in the version offered to the division |
| 25. | A | 4.4.2 | Can reference sites include solutions provided by the bidder's parent company and / or the parent company's wholly owned subsidiary? | Reference sites can only be presented if all of the following conditions are met: the same product that is offered to the division as part of the tender is used in them, the bidder is fully owned by the parent company and as long as a sister company is presented that is also fully owned by the parent company, it is made clear that even in such a case the total responsibility rests with the bidder. Communication will only be with the manufacturer. |

| # | Part | No. | Question | Answer |
|-----|------|-------|---|---|
| 26. | A | 4.4.2 | Is there any flexibility regarding the required conditions for the reference countries? | No change in the wording of the section |
| 27. | A | 4.4.2 | A clarification/correction is needed to settle the inconsistency between the actual annual volumes and the threshold volume of just 500,000. This volume represents about 15% of the large hospitals (and less than half of the small ones!). The above volume represents only 2% of the aggregated volume for the enterprise solution. | No change in the wording of the section |
| 28. | A | 4.4.3 | Is there any flexibility regarding the required conditions for the reference countries? Are the years 2021-2023 mandatory timeframe ? | See the updated tender documents |

| # | Part | No. | Question | Answer |
|-----|------|-------|--|---|
| 29. | A | 4.5.4 | Please specify section 2. (not foundable in the document). | See the updated tender documents |
| 30. | A | 4.5.5 | Please confirm we can include references of the previous generation of our product | The bidder will present the version that he intends to install and operate in the government medical centers in Israel. |

| # | Part | No. | Question | Answer |
|-----|------|-------|--|---|
| 31. | A | 4.5.5 | Can reference sites include solutions provided by the bidder's parent company and / or the parent company's wholly owned subsidiary? | Refernce sites can only be presented if all of the following conditions are met: the same product that is offered to the division as part of the tender is used in them, the bidder is fully owned by the parent company and as long as a sister company is presented that is also fully owned by the parent company, it is made clear that even in such a case the total responsibility rests with the bidder. Communication will only be with the manufacturer. |

| # | Part | No. | Question | Answer |
|-----|------|-------|--|---|
| 32. | A | 4.5.5 | Please specify section 2. (not foundable in the document). | See the updated tender documents |
| 33. | A | 5.2.1 | Can you please confirm where the affidavit Appendix C2 is located? | Answer booklets with its appendices and related affidavits will be published in the future with the answers to the questions that have not been answered in this publication. |
| 34. | A | 5.3.1 | Can you please confirm where Appendix C3 (for price quotation) is located? | Answer booklets with its appendices and related affidavits will be published in the future with the answers to the questions that have not been answered in this publication. |

| # | Part | No. | Question | Answer |
|-----|------|---------|--|--|
| 35. | A | 5.3.5 | We would like clarification regarding the sentence “including but not limited to” which excludes the cost of hardware and infrastructure (operating systems and databases) on the various customer sites (local or cloud) and those required for remote connection to the customer. All of these are at the customer's responsibility and expense, as well as the implementation cost of such. | The supplier must install a working end-to-end solution, in the cloud, and the supplier is expected to set up all the system components, and it is even recommended to use IaC to set up the environment. for On-Premise solution, the supplier is expected to install all the components with the exception of network settings and setting up the required VMs, from the operating system level the responsibility for setting up is on the supplier |
| 36. | A | 5.4.4.1 | Can you please clarify if the affidavit should be Appendix C1 or Appendix C2 as mentioned in previous sections? | Answer booklets with its appendices and related affidavits will be published in the future with the answers to the questions that have not been answered in this publication. |
| 37. | A | 5.4.4.3 | Can you please confirm that the price quotation should be named Appendix C3 but be in the form of Appendix D attached as part of the tender documents? | Answer booklets with its appendices and related affidavits will be published in the future with the answers to the questions that have not been answered in this publication. |

| # | Part | No. | Question | Answer |
|-----|------|-------|--|--|
| 38. | A | 7.2.1 | Could we specify at the end of the section that "it is subject to advance notice in writing and granting the right of argument to the supplier"? | See updated Tender documents. It is clarified that there will be no negotiations on the contract at the stage of signing the contract. Any question/comment/reservation about the contract must be raised in the question and answer procedure as detailed in the tender |
| 39. | A | 8.6.3 | Is it mandatory request ? What happens if no censored version produced ? | According to Israeli tender laws, a bidder who did not win the tender can review the winning bid. To the extent that the winner submitted a censored version, this version will be submitted for review by the bidder who requested the right to review (subject to the approval of the tender committee). As long as a censored version was not submitted, the full version will be presented for review. |

| # | Part | No. | Question | Answer |
|-----|------|-------|-----------------------------|------------|
| 40. | A | 8.6.6 | Is it mandatory condition ? | yes it is. |

| # | Part | No. | Question | Answer |
|-----|------|---------|--|---|
| 41. | A | 9.5.1 | Please, precise - Error! Reference source not found. | See the updated tender documents |
| 42. | A | General | Due to the current security situation and the by international companies in challenges faced sending teams to Israel during this period, we request that the project start date be set to 60 days .situation in Isarel has ended after the special | Please clarify what special situation you mean in light of the return to normalcy in Israel. |
| 43. | A | 4.4.4 | Within document Part A, 4.4.4., it is said the following: “The roadmap of the entire product for the coming ten years has no EOL (End of Life). To prove fulfilment of this condition, the bidder will attach a roadmap of the product in Appendix 4.4.4 to the bid booklet.”. Given the rapid pace of technological advancement, a detailed 10-year roadmap (in terms of functionality and development), especially considering ongoing innovation over the next decade and beyond, is something that will be challenging for suppliers to commit. Could you kindly clarify what is meant by “roadmap” in this context? | Please provide a high-level roadmap for your product, including key features, upcoming capabilities, and planned transformations. This information will be treated as a strategic outline and not as a formal commitment. |

| # | Part | No. | Question | Answer |
|-----|------|---------|--|---|
| 44. | A | General | We request confirmation that all necessary actions project setup, including access to the client's for the using remote access networks, can be performed with standard security measures | We will ensure secure remote access to the server installations. However, we cannot guarantee that remote access to the client network or client hosts will be provided. We will make every effort to deliver the most effective secured remote access solution possible. |
| 45. | A | 12.1 | Are all training materials required to be provided in Hebrew, and must the training sessions be conducted locally? | As detailed in section 29.2.5.2 the training materials should be in Hebrew or English depending on the population. As specified in section 25.2.5.4, the training sessions for instructors must be held on the division's website. |
| 46. | A | 12.5 | Considering that the payment mechanism established in the tender is based on selecting the lower cost between the fixed maintenance price and the cumulative test price, how does the tender address a scenario where the number of tests significantly increases over the years, rendering the test price irrelevant compared to the fixed maintenance price? Is there an option to update the fixed maintenance price in accordance with the increase in the number of tests and the actual maintenance costs? | The enterprise price is not changed during the contract period. Linkage mechanism applies. |

| # | Part | No. | Question | Answer |
|-----|------|---|---|---|
| 47. | A | 16.1 (3rd column of the table - Section no. Part C) | Can you please confirm that the initial demo can be done in English? | see updated document section 3.3. |
| 48. | A | 16.1 (3rd column of the table - Section no. Part C) | Within the demonstration scenarios, there is a section which requires the supplier to demonstrate the system in Hebrew. This requirement will put international suppliers who have not yet translated their system into Hebrew into unequal position compared to suppliers who have already translated their solution to Hebrew. Translation to a new language is a significant work effort which typically is done during the implementation project, as a mandatory requirement to contract. Thus, we would kindly ask removing this part of the demo script. | see updated document section 3.3. |
| 49. | A | 4.5.5 | The system supports right-to-left writing and data entry in Hebrew. Is full support for the Hebrew language required for all system components, including the user interface, menus, system messages, and reports, or is partial Hebrew support sufficient when combined with translated documentation and training materials? | All screens and messages addressed to users must be in Hebrew (with the exception of professional terms which will be in English). Screens addresses to IT Personnel can be in English. |
| 50. | A | 6.3.3 | Is it required for the demonstration team to be physically present in Israel? If so, what are the necessary technical and logistical conditions for the demonstration? | Demonstartion can be done via a video conference. |
| 51. | A | 1.7 | Request to receive PART D documents and allow another round of clarification questions after receiving the missing documents | See section 6 at the beginning of this letter |

| # | Part | No. | Question | Answer |
|-----|------|---------------|--|--|
| 52. | A | 5.4.5 | Is it possible to submit a digitally signed tender? The signature on the tender documents will be done with electronic signature software (such as Docusign) | see the updated tender documents |
| 53. | A | Appendix A4.6 | The total score of the sections of the first part adds up to 25.2 and not 25 as expected. | see the updated tender documents |
| 54. | A | Appendix A4.6 | The "SectionNo." column in all the tables: the bidder, Functionality in the written bid, technology etc' doesn't match Part C sections. here are some examples: A) Appendix A4.6 - the bidder - the score for "Customers and installation works " referes to section 26.2.4.2 while its detailed in section 29.2.3.2 in chapter C. B) Appendix A4.6 -Functionality in the written bid - the score for "Microbiology laboratory" referes to section 5 while its detailed in section 18 in chapter C. C) Appendix A4.6 - Technology - the score for "Supported browsers" referes to section30.18 while its detailed in section 28.18 in chapter C. D) Appendix A4.6 - Technology - the score for "Interfaces - Interface types" referes to section 30.8.1 while its detailed in section 28.8 in chapter C. | see the updated tender documents |
| 55. | A | 12 | 3.75% weight in the score is given for the subject. However the subject is devided into 8 sections. Can you clarify what score weight is given to each section and describe the scoring criteria? | The score will be given according to the professional judgment of the examining sub-committee. |

| # | Part | No. | Question | Answer |
|-----|------|----------|--|--|
| 56. | A | 13.1 | 7.50% weight in the score is given for the subject. However the subject is divided into 8 sections. Can you clarify what score weight is given to each section and describe the scoring criteria? | see the updated tender documents |
| 57. | A | 16.2 | 3.75% weight in the score is given for the subject. However the subject is divided into 3 sections. Can you clarify what score weight is given to each section and describe the scoring criteria? | see the updated tender documents |
| 58. | A | 17.2 | 3.75% weight in the score is given for the subject. However the subject is divided into 4 sections. Can you clarify what score weight is given to each section and describe the scoring criteria? | see the updated tender documents |
| 59. | A | 26.2.4.2 | Please confirm that full points will be awarded for this section if the bidder does not engage subcontractors or representation offices, thereby minimizing the potential risk of relying on external entities that may lack the necessary expertise in the complex realm of LIMS and medical laboratories | The points will be awarded as detailed in this section |
| 60. | A | | 4% weight in the score is given for the subject. However the subject is divided into 5 sections. Can you clarify what score weight is given to each section and describe the scoring criteria? | see the updated tender documents |
| 61. | A | 26.2.4.2 | Can you explain the meaning of "Center Level"? | every center is independent and has its own definitions. |
| 62. | A | 26.2.4.2 | The requirement for "Merging of samples" is unclear. Can you provide an example use case? | see the updated tender documents |

| # | Part | No. | Question | Answer |
|-----|------|--------|--|---|
| 63. | A | 30.8.1 | Results are usually displayed to the ordering physician. Can you provide an explanation in which cases the results need to be displayed when "taking the sample" and in which cases they shouldn't be displayed? | section not found |
| 64. | A | 16.6 | Can you explain the meaning of "Input of information on the test kit". What kind of information ? | See the updated tender documents. The information about the kit is taken from the attached brochure, chapter "Manufacturer's Instructions". |
| 65. | A | 17.5 | The requirement for "Merging of samples" is unclear. Can you provide an example use case? | see the updated tender documents |
| 66. | A | 17.5 | Results are usually displayed to the ordering physician. Can you provide an explanation in which cases the results need to be displayed when "taking the sample" and in which cases they shouldn't be displayed? | question is unclear. This section does not mention displaying results when "taking the sample". |
| 67. | A | 17.5 | Can you explain the meaning of "Input of information on the test kit". What kind of information ? | see the updated tender documents |
| 68. | A | 17.5 | Can you provide the required fields for the "end of day report" or explain it's use case? | To be defined during the detailed specification stage. |

| # | Part | No. | Question | Answer |
|-----|------|------|---|--|
| 69. | A | 17.5 | Can you clarify the meaning of "expert opinion format"? | Expert opinion format is a letter format. The exact format will be decided upon during specification design stage. |
| 70. | A | 12.4 | In case of discrepancies between the data of the supplier and the Division's data , which has not been settled, should not be decided one-sided by the Division. Division may withhold the payment of this unsettled discrepancies, but cannot prevent Supplier from initiating legal procedures. It is unreasonable and illegal. Please amend accordingly. | No change in the wording of the section |

| # | Part | No. | Question | Answer |
|-----|-----------------|-------|--|--|
| 71. | Appendix B1 | 7.1.3 | Is it possible to provide a non-digital bank performance guarantee, and if so, what is the required format? | A guarantee issued by an Israeli bank must be digital as defined in TAKAM instruction 7.3.3. A guarantee issued by a non-Israeli bank will be physical. It is clarified that a bank abroad must meet the specified conditions and be an authorized guarantee issuer as specified in the 7.3.3 instruction of the TAKAM (can be found here: https://takam.mof.gov.il/document/H.7.3.3) |
| 72. | Appendix C14.1 | | PART C states you currently have 24 medical centers but Appendix C14 only describes 4 geriatric facilities and 11 hospitals - Can you please provide a description of the missing 9 medical facilities and do they incorporate laboratories? | Psychiatric medical centers currently do not have a laboratory. Four geriatric medical centers currently have a laboratory. |
| 73. | Appendix C17.11 | | Can we assume that the list of reports listed in Appendix C17.11 is the complete list of reports expected to be delivered and that each line corresponds to one single report? | There are many reports in the system and each hospital has its own dedicated reports. The detailed reports are only an example. The bidder must detail the list of reports he has in the system and what is the mechanism for adding additional reports. |

| # | Part | No. | Question | Answer |
|-----|-----------------|------|--|--|
| 74. | Appendix C17.11 | | Can you confirm the total number of reports? | There are many reports in the system and each hospital has its own dedicated reports. The detailed reports are only an example. The bidder must detail the list of reports he has in the system and what is the mechanism for adding additional reports. |
| 75. | Appendix C17.11 | | Would you want the supplier to build a few reports and do knowledge transfer so that users can build the rest of the reports? If so, how many reports would you want the supplier to build? | The supplier will build at least the reports specified in the tender. He will also provide the reports he has. In addition, will provide a tool that allows an end user or a super user to build additional reports. |
| 76. | Appendix B5 | 8.13 | We ask to amend to : The Division is allowed to perform process and technological control on the Supplier's side after arranging with it at least a week 2-3 weeks before performing the review | See the updated tender documents |
| 77. | Appendix B5 | 8.6 | We would like to remove the mention to the term "immediately" and replace by "no later than 72 hours". | See the updated tender documents |
| 78. | Appendix B5 | 12.2 | Can you please clarify and explain further this section? | See the updated tender documents |
| 79. | Appendix B5 | 12.3 | Can you please clarify and explain this section? | If the supplier develops something specific for the Division then the supplier should follow physical security guidelines in the development areas. |

| # | Part | No. | Question | Answer |
|-----|-------------|-------|---|--|
| 80. | Appendix B5 | 14.1 | Can you please clarify what is meant by physical security protocol? | In the case where there is a system that monitors the entries, the requirement is that a log line be recorded for each entry with the relevant details such as the name of the entry, date, etc. |
| 81. | Appendix B5 | 14.12 | Can you please explain further what this requirement is? | The requirement is to provide a report signed by a third party that is a certified company for performing information security checks. |
| 82. | Appendix B5 | 14.13 | Can you please clarify this scenario and how would the supplier monitor your own database? | The requirement is relevant to the architecture in which the DB resides with the supplier or under his responsibility |
| 83. | Appendix B5 | 14.13 | In this section, we ask that the term immediately be reconsidered as it contradicts section 8.6 of Appendix B5. | See the updated tender documents |
| 84. | Appendix B5 | 14.2 | Can you please clarify this section? | See the updated tender documents |
| 85. | Appendix B5 | 20.1 | Can you please provide more information on Yahav 5.13? | See the updated tender documents |
| 86. | Appendix B5 | 21.7 | Can you please clarify? | See the updated tender documents |
| 87. | Appendix B5 | 22.1 | Can you please share more information on Yuval questionnaire and/or share a copy of it? | See attached file - Supplier Questionnaire 1.4 V1.47 YUVAL |
| 88. | Appendix B5 | 22.3 | Can you please provide more information on Yahav 5.19? | See the updated tender documents |

| # | Part | No. | Question | Answer |
|-----|----------------|--------------------------------|--|--|
| 89. | Appendix D | Cell F132 | Cell F132 / "Total BID - for comparison" - The value in this cell does not take into account the value in cell C82 - "Annual enterprise licensing cost as set forth in section 30.2.9". Please clarify how cell C82 is reflected in the way the bids are compared. | Cell C82 is a value that forms the basis for calculating the cost by years, as well as the prices for samples at the different levels in cells E86-90. In the Excel file, lines 102, 107 include the cumulative annual cost calculation. Therefore, the calculation of the cost of the offer for comparison takes into account cell I107 which contains a cost for 20 years. |
| 90. | Appendix C12.5 | Laboratory devices and drivers | Some of the analyzers marked as "Terminal server". This is a description of the medium but not the interface type to the analyzer. Can the meaning of this be clarified? | "terminal server" is the interface type |

| # | Part | No. | Question | Answer |
|-----|-------|---------|--|---|
| 91. | A,B,C | General | The PDFs includes many error references. To avoid any doubts and mistakes, please share a fixed version of the tender documents. | Enclosed please find both PDF and Word updated files |
| 92. | A,B,C | General | Please share an editable word version of the tender documents. | Enclosed please find the word files. In the case of a discrepancy between the PDF file and the Word file, the data stated in the PDF file takes precedence. |
| 93. | A,B,C | General | Please confirm that the engagement could be bases on the bidder papers. | Engagement will be based on Tender papers only published to all bidders |
| 94. | A,B,C | General | Alternatively, please confirm the ministry papers are negotiable. | The bidder must now send all the questions, on any topic (including the contract and its appendices) according to the format specified in the tender. For this purpose, an additional deadline was given for sending questions. |

| # | Part | No. | Question | Answer |
|-----|------|-----|--|---|
| 95. | B | 3 | Are the Terms of the Engagement Agreement negotiable? | The bidder must now send all the questions, on any topic (including the contract and its appendices) according to the format specified in the tender. For this purpose, an additional deadline was given for sending questions. |
| 96. | B | 4.6 | Please clarify that the client's right to transfer the bidder's material to third parties is limited to non-confidential material. | There is no such restriction, the meaning of this section is that there are employees in the division who are employed by subcontractors, these employees can be from a company that competes with the winning supplier, but they sign confidentiality agreements |

| # | Part | No. | Question | Answer |
|------|------|-----|--|--|
| 97. | B | 4.6 | There are scenarios where Supplier's work requires a third party's work by definition. An example is any interface to a 3rd party system. For Supplier's to communicate with the other party – it is necessary for the other party to do some work. There is no room for compensation by the Supplier in such (and other) cases. | The supplier is required to transfer information to a third party when required, and is required to compensate the division, according to this section, only in the event that he (the supplier) caused the delay and financial expense. According to this section, the supplier is not required to receive financial compensation in the event that the delay is caused by a third party, when the supplier fulfills what is required of him. |
| 98. | B | 4.6 | We ask that it be added that any indemnification is subject to immediate notification to the supplier and in accordance with a final and conclusive judgement. | no change in the wording of the section |
| 99. | B | 6.4 | Please clarify that all required services will be provided for a fee based on the professional services schedule. | The supplier is not required according to this section for financial compensation in the event that the delay is caused by a third party, when the supplier fulfills what is required of him. |
| 100. | B | 6.6 | We would like clarification that this section is limited to a supplier-initiated replacement. We cannot guarantee the non-replacement of officials who decided to resign on their own initiative. | The supplier must take care of this, with the legal and legal means at his disposal |
| 101. | B | 6.6 | In the case of an MBR's request for a replacement, 30 days may not be sufficient (especially in positions that | See the updated tender documents |

| # | Part | No. | Question | Answer |
|------|------|-----|---|---|
| | | | require a specific skill) we will request an increase to 90. | |
| 102. | B | 6.6 | In case of a proactive replacement by the client - the supplier should be compensated for the replacement costs if there are any (recruitment? training? etc.). | There is no compensation for the supplier in this situation |
| 103. | B | 8.1 | May alternative conditions be suggested ? | Yes |
| 104. | B | 8.2 | What is the meaning of "comprehensive performance" How will it be measured ? | Full responsibility for the provision of all services rests with the provider, also for third party products that he chooses to provide within the system |

| # | Part | No. | Question | Answer |
|------|------|------|--|---|
| 105. | B | 9.1 | Is it applicable in case of evidence of conflict of interests ? | There are services such as assimilation, training and support services that may be provided by the division through its people or someone on its behalf based on the materials provided by the winner. In addition, as stated in the tender, it is possible that other modules will be purchased from other suppliers such as genetics. |
| 106. | B | 9.1 | The client's right to have a third party operating at sites where the bidder system is installed should be limited to non-competitors. | There is no such restriction, the meaning of this section is that there are employees in the division who are employed by subcontractors, these employees can be from a company that competes with the winning supplier, but they sign confidentiality agreements |
| 107. | B | 10.1 | Please clarify that all required services will be provided for a fee based on the professional services schedule. | There is no change in the wording of the section. |
| 108. | B | 10.2 | Exposure should be limited to information relevant to the execution of the agreement. | There is no change in the wording of the section. |

| # | Part | No. | Question | Answer |
|------|------|-------|---|---|
| 109. | B | 11.2 | We want to clarify that the sentence 'developed for its needs, as a separate, distinct module ' refers to a separate executable file (Exe) unique to the customer and, accordingly, that all other system components are the sole exclusive property of the supplier. | The phrase "developed for its needs, as a separate and distinct module" refers to the fact that the development product is not an integral part of the system, as it is provided to other customers of the supplier who use the system, and it can be used as a separate component. |
| 110. | B | 12.1 | The word “annual” is missing in the 5% estimation calculation. | See the updated tender documents |
| 111. | B | 12.1 | Clarification as to the Guarantee’s linkage (if any). | This section does not deal with guarantee. Please specify your question. |
| 112. | B | 12.1 | A clarification that the client has the right to carry out the forfeiture of the Guarantee as an agreed upon compensation or to apply other remedies, but not cumulatively. | not true |
| 113. | B | 12.1 | We ask that the guarantee be forfeited only in the case of a fundamental violation and after granting an extension to supplier to correct the violation before the guarantee is forfeited? Moreover, we ask that this guarantee not be used as compensation or indemnification which exist in any case in the agreement | There is no change in the wording of this section, please see section 12.9 |
| 114. | B | 12.12 | We’d like to add a clarification that fortifying the Guarantee or part of it will also serve as a termination notification by the client. | not true |

| # | Part | No. | Question | Answer |
|------|------|------|---|--|
| 115. | B | 12.3 | Does it mean that the Guarantee is not linked? | See the updated tender documents |
| 116. | B | 12.9 | 'Division having lawfully exercised its rights and paid sums payable by the Supplier' – not clear. | See the updated tender documents |
| 117. | B | 12.9 | A pre-determined mechanism should be added to determine the breach and the right to exercise the Guarantee. | A mechanism for dealing with these cases appears in this section |
| 118. | B | 12.9 | We ask that the guarantee be forfeited only in the case of a fundamental violation and after granting an extension to supplier to correct the violation before the guarantee is forfeited. moreover, we ask that this guarantee not be used as compensation or indemnification which exist in any case in the agreement | There is no change in the wording of this section, please see section 12.9 |
| 119. | B | 15 | Can you please clarify what are the payment milestones specifically for the implementation and services (not only for installation but also for Analysis, FRS acceptance, Reports, Instrument and system interfacing, Training, Go-live, etc.)? | See the updated tender documents, section 30.3 |
| 120. | B | 15.5 | Takam instructions 1.4.3 subsection 27 mention compliance trustees for payments terms – can you please list them. | Subsection 27 not found. Please specify your question |
| 121. | B | 15.8 | Reciprocal penalties mechanism of non-payment is expected. | section15.8 does not deal with penalties. Please specify your question |

| # | Part | No. | Question | Answer |
|------|------|-------|---|---|
| 122. | B | 16.11 | Reciprocal | question is unclear. Please specify your question |
| 123. | B | 16.16 | As part of the employment agreement, all employees are bound by a confidentiality chapter covering third parties. Having all employees sign a separate document for each customer is impractical. | No change in the wording of the section. It is clarified that the requirement refers only to employees who come into contact with this project. |
| 124. | B | 16.7 | Reciprocal is a requirement as well as compliance with non-discrimination practices. | no change in the wording of the section |
| 125. | B | 18 | Please clarify that the mere fact that MABAR or any institution is a client is allowed. | Every publication requires approval, including the fact that the Ministry of Health or a medical center is a client |
| 126. | B | 19 | Please add “direct” before the word “damage” | no change in the wording of the section |
| 127. | B | 19 | Please add “material” before the word “negligence”. | no change in the wording of the section |
| 128. | B | 19.1 | please add at the end of this section we request to notwithstanding anything contrary herein clarify that the Supplier (1) :or in any other tender document that imposed shall only be liable for direct damages the Supplier shall not be (2) ;on it according the law liable to the under this Agreement for loss of production, loss of profit, loss of use, loss of business, revenue or for any special, indirect, loss of data or | no change in the wording of the section |

| # | Part | No. | Question | Answer |
|------|------|------|---|--|
| | | | whether or not ,incidental or consequential damages the possibility of such damages could have been foreseen; (3) the Supplier shall not be reasonably liable for any third party products | |
| 129. | B | 19.1 | We would like to clarify that the supplier will not be responsible and will not bear any damages that were caused to the division and/or any third party, as a result of loss of income, motor profit, loss of data, loss of computer time and any indirect and/or consequential damage and/or damages caused as a result of circumstances beyond their control like Force Majeure. | no change in the wording of the section |
| 130. | B | 19.2 | Please add after the work “total” the word “annual”. | no change in the wording of the section |
| 131. | B | 19.2 | Please clarify that liability for any damage to any third party is only for cases where the error or omission of the Supplier is the sole cause of the damage. | no change in the wording of the section |
| 132. | B | 19.4 | We request that customer shall be liable for all .are at its reasonability under the law damages which | no change in the wording of the section |
| 133. | B | 20.6 | We would like to clarify that any indemnification will be according to and subject to a final judgment of a competent court | see updated document |
| 134. | B | 21 | We saw in this section that there is a requirement or expectation that the system will work in a cloud base function. We will be happy for you to expand on the | Installation in the cloud provides an advantage as specified in section 28.3 g |

| # | Part | No. | Question | Answer |
|------|------|------|---|---|
| | | | subject and also ask if it is necessary to prove experience in production in a cloud environment? | |
| 135. | B | 21 | Is there any problem to extracting information (for support, development, etc.) to computers/servers outside the borders of Israel? | It will not be possible to take clinical information outside the borders of Israel, but this can be allowed in specific and unique cases that will be approved by the information security officer. |
| 136. | B | 23.3 | Is it subject to negotiation? | The bidder must now send all the questions, on any topic (including the contract and its appendices) according to the format specified in the tender. For this purpose, an additional deadline was given for sending questions. |
| 137. | B | 24.2 | A clear mechanism of any offset is needed. | no change in the wording of the section |
| 138. | B | 25.1 | Need a clarification that Supplier's transfer rights limitation does not include a complete transfer/sale etc. of Supplier's right in the agreement if any such transfer include MABAR rights preservation by the new Supplier. | Possible, with the approval of the Division |

| # | Part | No. | Question | Answer |
|------|------|------|---|---|
| 139. | B | 26.1 | Is it subject to negotiation? | No |
| 140. | B | 26.1 | Exit point (even if not similar) of Supplier | no change in the wording of the section |
| 141. | B | 26.1 | Please clarify that if Supplier's offer is for the enterprise – the text regarding any reduction is not applicable. | not true |

| # | Part | No. | Question | Answer |
|------|------|----------|---|---|
| 142. | B | 26.3 | Is it subject to negotiation? | The bidder must now send all the questions, on any topic (including the contract and its appendices) according to the format specified in the tender. |
| 143. | B | 19.2.2.3 | this exception of liability is uncommon we request to .deletion its | no change is this section |

| # | Part | No. | Question | Answer |
|------|------|---------|--|---|
| 144. | B | 19.3-4 | Reciprocal | no change in the wording of this section |
| 145. | B | 19.3-4 | We ask to discuss damage cap linked to the insurance policy. | no change in the wording of this section |
| 146. | B | 3.1.8 | Please confirm that if the bidder were not to meet all threshold conditions, but still win the tender, this clause should be "That throughout the engagement period, the Supplier will fulfill the threshold conditions defined in the tender declared in the bid." | A bidder should meet ALL threshold conditions in order to win the tender. See updated document section 4.1.3 |
| 147. | B | 4.4.4 | Please clarify that all required services will be provided for a fee based on the professional services schedule. | All in accordance with the instructions of the tender/agreement |
| 148. | B | General | Please clarify the full meaning of the following language marking different sections of the Agreement "This section is a fundamental condition of the Agreement" and please confirm it applies to the section above rather than below. | The relevant conditions for a fundamental violation are detailed in section 27, the sentence refers to the section above it. See amendment of the term in the agreement |
| 149. | B | 7.1 | What are the metrics or criteria for evaluating the quality of services provided by the supplier? | see section 4.6 for quality scores |
| 150. | B | 9.2 | How is the division of responsibilities between different suppliers planned to be managed in cases of overlapping service provision? | There will be no overlapping responsibilities. In case of different suppliers the Division will define responsibilities for each supplier |

| # | Part | No. | Question | Answer |
|------|------|--|---|--|
| 151. | B | 16.16 | Please clarify if the Division requires Supplier to complete Appendix B6 solely for its Subcontractor or alternatively, for its Subcontractor and Subcontractor's employees? | Every employee who comes into contact with the project is required to sign a non-disclosure |
| 152. | B | 27.11 | Please clarify which types of violations are equivalent to what value? Define please "value." | This refers to the value of the violation, the fine specified in section 29.6.5 |
| 153. | B | 27.2 | Please define the meaning of "fundamental breach." | As appears in the agreement at the bottom of each section to which it refers. |
| 154. | B | 3.1.3 | Is the representation office required to provide full support locally, or is it possible to integrate international support teams? | it is possible to integrate international support teams, as defined in section 29.6.3 |
| 155. | B | 4.4.2 | Which of the professional functions or required personnel must be located in Israel and be Hebrew speakers? | see section 29.2.4.3 |
| 156. | B | 4.4.4 | Is there a requirement for round-the-clock technical support, and if so, what is the maximum response time for each service request? | see section 29.6.2.1 The supplier's service desk / support desk / helpdesk |
| 157. | B | 12.1 | Please clarify that the the scope of the performance guarantee will be calculated based on 5% of an <u>annual estimated volume of the Services.</u> | see the updated tender documents |
| 158. | B, C | 21.1 & 21.4.2 28.3 (g) & 30.2.3 (e) | Within the RFP, there is a requirement for the Laboratory Information System (LIS) to be hosted within the cloud infrastructure specified in the Nimbus Contract. However, the Nimbus Contract does not currently allow for cloud-native SaaS solutions developed within the infrastructure of other cloud service providers. | For non-SaaS solutions, the hosting must be on a cloud provider specified under the Nimbus contract. For SaaS solutions, hosting on a Nimbus-specified provider is not mandatory. However, SaaS solutions must be hosted within Israel and comply with all applicable regulations. |

| # | Part | No. | Question | Answer |
|---|------|-----|--|--------|
| | | | <p>The majority of cloud innovation is happening through SaaS models today and will continue to do so in the future. Restricting the qualified suppliers to those whose solutions run only on Nimbus-approved cloud infrastructure providers could limit participation from suppliers with cloud-native SaaS offerings, thereby reducing customer options in this procurement process.</p> <p>Allowing flexibility in cloud infrastructure will enable continuous innovation for the Ministry of Health and ensure alignment with evolving standards and needs within Israel's technology landscape, without constraining vendors to a non-cloud-native LIS solution.</p> <p>Could you please confirm that if a supplier has a cloud-native Software as a Service solution, they may leverage a cloud provider outside the Nimbus infrastructure, provided that the cloud infrastructure is located within Israel's borders?</p> | |

| # | Part | No. | Question | Answer |
|------|------|-------|---|---|
| 159. | C | 16.5 | This requirement contains a reference to another document or bookmark and is displayed as "Error! Reference souce not found.." could this be rectified please | see the updated document |
| 160. | C | 16.9 | Could information be supplied on what is meant by "raw data" information. Some examples would be helpful please | This refers to information that was used in the process but was not transferred as a final result to the patient's file. For example: formulas, images from a device, information belonging to quality control such as batch number, controller results and more. |
| 161. | C | 17.11 | Can you please clarify how many different report formats will we need to create? | The supplier will build at least the reports specified in the tender. He will also provide the reports he has. In addition, will provide a tool that allows an end user or a super user to build additional reports. |
| 162. | C | 17.11 | From the total reports needed - do you accept us doing a part (if so, how many minimum?) and do a knowledge transfer to you to create the rest of report? | The supplier will build at least the reports specified in the tender. He will also provide the reports he has. In addition, will provide a tool that allows an end user or a super user to build additional reports. |

| # | Part | No. | Question | Answer |
|------|------|------|---|--|
| 163. | C | 17.9 | Please explain desired shipping preparation and tracking process | The system will hold information about the test: sent to an external laboratory (and which external laboratory) or arrived from an external laboratory (and the name of the laboratory) as well as the date and time of sending/receiving. |
| 164. | C | 18.5 | Automatic addition of tests at the test result entry or approval stage? | will be determined in the detailed specification phase |
| 165. | C | 14.1 | Do you want the new LIMS to be deployed as a solution in one single database or will centralized ?database each medical center have its own | Both single-database and multi-database architectures are acceptable |
| 166. | C | 21 | It will be useful to know what international Standards of Blood Transfusion used in in the Centres mentioned in the Tender. | The medical centers work in accordance with the procedures of the Ministry of Health as indicated here: https://www.gov.il/he/pages/mr11-2020 |
| 167. | C | 24 | Please explain consequences of an alert and a failure in terms of the affect on lab operations. | please refer to WESTGARD rules https://westgard.com/westgard-rules.html |
| 168. | C | 25 | Clarification of the expectation of this point is required as bidders do not have information on the current workflows operated in the laboratories. Could an explanation on what content is required in the bid booklet would be helpful to ensure a thorough response to this requirement | The details of the work processes detailed in the tender are sufficient for this stage. In the detailed specification phase, precise work processes will be defined for each laboratory. |

| # | Part | No. | Question | Answer |
|------|------|-----|--|---|
| 169. | C | 25 | Does “Description of the manual work process when the system is inactive” mean the expected format/details and the tool where results should be documented (for example: Excel) so that it would be possible to load the data into the system automatically once the system is back? | yes |
| 170. | C | 25 | Is it correct to assume this is for full outage, and recover of manual back to working system? | Yes |
| 171. | C | 27 | Is it possible to make historical data available through a separate offline system for consultation purposes, or is it required that all historical data be fully integrated and accessible within the new online LIMS system? | The Division prefers the option of integrating historical information into the new system. However, we do not rule out the option of saving the historical information in a separate system as long as this option does not prevent functionality that involves historical information such as: presenting previous results to the doctor, calculations linking the current process with historical processes (e.g. delta check). |
| 172. | C | 27 | Will the provider be responsible for data cleansing, or is this expected to be handled by the customer before migration? | The supplier will receive ordered files from the division in flat format. |
| 173. | C | 27 | Access to historical information – should the system provide access to historical information only for view purposes or for edit as well? | The system should provide access to historical information for view purposes only |

| # | Part | No. | Question | Answer |
|------|------|------|--|---|
| 174. | C | 27 | Is the current data stored in 1 or 2 data base today? one for LABOS 1 for ILEX or even more? Or per location? | The provider will receive flat files and will not access the DB of the existing system. |
| 175. | C | 27 | Can you please describe the structure of the database and converted flat files? | The supplier will receive ordered files from the division in flat format. |
| 176. | C | 27 | What are the use cases for the converted data? | Historical information is used in a large number of situations, for example in recurring patients, in pathological situations and sometimes also for delta check. |
| 177. | C | 14.1 | <p>For biochemistry: Provide a list of all instruments including instrument name, vendor name, manufacturer's name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processor)</p> <p>If "data manager" or "middleware" - devices in place and if instruments are attached. If yes "which" instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity for each, name and model # (one or two of LH750 and one or more of HMX)</p> | Appendix C12.5 contains information about the devices available in the hospitals. The exact details will be forwarded to the winning supplier. |

| # | Part | No. | Question | Answer |
|------|------|------|--|--|
| 178. | C | 28.7 | What is the definition of a complex query (complex retrieval) and a simple query? | A simple query - involves up to 3 tables and sorting up to two fields, a complex query - over 3 tables, or sorting over 2 fields, or involves a calculation algorithm to display the result |
| 179. | C | 28.7 | “Generating regular (daily) reports” refers to reports containing the data created/manipulated during a period of one day? | A daily report can refer to information within a day's time frame. However there can also be weekly reports and Periodic according to user settings |
| 180. | C | 16.8 | Could details be provided on the Electronic Signature used by the Ministry | ComSign is utilized to provide a digital signature solution. When users initiate the signing process, they are required to enter a PIN code. If the PIN code is verified as correct, the document is forwarded for signing. All interactions with the signing process are handled through API calls. |

| # | Part | No. | Question | Answer |
|------|------|------|--|--|
| 181. | C | 16.8 | What is the system for electronic signatures that is used by the Ministry? | ComSign is utilized to provide a digital signature solution. When users initiate the signing process, they are required to enter a PIN code. If the PIN code is verified as correct, the document is forwarded for signing. All interactions with the signing process are handled through API calls. |
| 182. | C | 17.1 | <p>For hematology, chemistry, urinalysis etc.: Provide a list of all instruments, including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank, etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processor)</p> <p>If “data manager” or “middleware” devices in place and if instruments are attached. If yes, “which” instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity name, and model # for each (one or two of LH750 and one or more of HMX)</p> | Appendix C12.5 contains information about the devices available in the hospitals. The exact details will be forwarded to the winning supplier. |

| # | Part | No. | Question | Answer |
|------|------|------|---|---|
| 183. | C | 17.1 | <p>For flowcytometry: Provide a list of all instruments including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processer)</p> <p>If “data manager” or “middleware” - devices in place and if instruments are attached. If yes “which” instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity for each, name and model # (one or two of LH750 and one or more of HMX)</p> | <p>Appendix C12.5 contains information about the devices available in the hospitals. The exact details will be forwarded to the winning supplier.</p> |
| 184. | C | 18.1 | <p>Provide a list of all instruments, including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank, etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processer)</p> <p>If “data manager” or “middleware” devices in place and if instruments are attached. If yes, “which”</p> | <p>Appendix C12.5 contains information about the devices available in the hospitals. The exact details will be forwarded to the winning supplier.</p> |

| # | Part | No. | Question | Answer |
|---|------|-----|--|--------|
| | | | <p>instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity name, and model # for each (one or two of LH750 and one or more</p> | |

| # | Part | No. | Question | Answer |
|------|------|--------|--|--|
| 185. | C | 18.8 | You state that "The system should use the electronic signature that is used by the Ministry" : Can you please clarify what the current electronic signature used by the Ministry is? | ComSign is utilized to provide a digital signature solution. When users initiate the signing process, they are required to enter a PIN code. If the PIN code is verified as correct, the document is forwarded for signing. All interactions with the signing process are handled through API calls. |
| 186. | C | 14.3.h | Reference is made to Medical Information Security Rules defined by the Division. Could these be made available to the bidders please | See the updated tender documents |
| 187. | C | 14.5.b | What is the scope of the legacy data (is it just report PDF outputs, or reference ranges, result data, samples, date of sampling, who sampled, who authorised, etc.)? | The supplier will receive ordered files from the division in flat format |
| 188. | C | 14.5.b | How much data is there to import and does this cover all disciplines and from all existing systems? | The division will determine the amount and depth of the years. The information will cover all disciplines. |

| # | Part | No. | Question | Answer |
|------|------|------------|--|---|
| 189. | C | 15.2.2.1.d | Reference to priorities established by the division. Could an indication of proposed priorities be provided please (obviously subject to change within the project) | All the systems listed in this chapter should be implemented from the first day of system activation in the medical center. |
| 190. | C | 15.2.2.4.f | This point refers to "other" systems which is a little vague for the purposes of scoping a project such as this. An indication of the maximum number of systems to be interfaced to would be helpful | According to the relevant section it was stated that other systems to be defined during the detailed specification stage. |
| 191. | C | 15.2.2.4.f | You state that different Governmental Medical Centers may need to connect the laboratory systems to other systems such as Gastro - Can you please specify how many systems would need to connect? | The main systems to which you need to connect stated in section 15.2.2. Connections to other systems will be based on standard protocols as specified in the tender. |
| 192. | C | 15.2.2.6. | Do you require us to quote an ordering portal for external users or just provide them with access to the LIMS for them to order and retrieve test results? | Contact with external users will only be made by sending files. |
| 193. | C | 15.2.2.6. | How many direct customer interface connections are required? | The main systems to which you need to connect are specified in section 15.2.2. Connections to other systems will be based on standard protocols as specified in the tender. |
| 194. | C | 15.2.2.8 | This requirement contains a reference to another document or bookmark and is displayed as "Error! Reference source not found.." could this be rectified please | see the updated document |

| # | Part | No. | Question | Answer |
|------|------|-----------|--|--|
| 195. | C | 15.2.2.9. | Can we have a complete list, including vendor/make considered for Digital Pathology? | The bidder will present a suitable solution in his opinion. The division requests a solution that meets the detailed requirements. |
| 196. | C | 16.2.a | Should the log relates to actions within a certain user activity on an order, or to actions in terms of setup definitions, system processes? | both. See section 16.2 a: The system will fully document (LOG) all actions performed in the system. |
| 197. | C | 16.2.b | For how long should the log expected to be retained? | or the decision of each medical center on its own |
| 198. | C | 16.6.b | The authorization should be on a test level and action level? | Permission is at all levels |
| 199. | C | 16.9.a-b | What type of raw data? | All laboratory data must be kept in the laboratory system for the period specified in the section |
| 200. | C | 16.9.a-b | What is it linked to if not to the patient's file? | All laboratory data, even those linked to an external patient file or to other external systems, must be kept in the laboratory system for the period specified in the section |
| 201. | C | 16.9.a-b | In what format is it generated? | The data should be saved in the existing data structure in the laboratories system |

| # | Part | No. | Question | Answer |
|------|------|-------------|--|---|
| 202. | C | 17.11.b | The bidder is referred to Appendix C17.11 which gives a list of reports. A purpose for each report would be useful with some of the required data to be reported on and any filters that may be required. Could this be provided to the bidders please | The supplier will build at least the reports detailed in the tender. He will also provide the reports he has. In addition, will provide a tool that allows an end user or a super user to build additional reports. |
| 203. | C | 17.11.f | For the financial system - can you clarify if it is the same system interface in all medical centers? | The financial system is uniform in all medical centers |
| 204. | C | 17.2.2.a | What types of medical systems on line web services should be supported to obtain patient data from? | Patient data will be obtained from the NAMER system |
| 205. | C | 17.2.4.d | Should screen display be modified based on ordering location and type of entry or one size fits all? | will be defined during detailed specification stage. |
| 206. | C | 17.2.4.g.3) | In subsection g point 3) you state: "Based on the barriers to be established by the laboratory and the department" : Can we have more details on what barriers you would like to have? | see updated document. |
| 207. | C | 17.2.4.h | What ordering or viewing access limitations are required between users from different laboratories? | The requirement is that a user who orders a test can order tests from different laboratories on the same screen. |

| # | Part | No. | Question | Answer |
|------|------|----------|---|---|
| 208. | C | 17.2.5.c | In subsection c of the section you state: "The system will allow tests to be added to several orders at the same time in accordance with the criteria or the existing work list" : Could you please share more details on this - where is this work list coming from, if not from previous orders, how are multiple orders specified? | A work list is created by the system according to the pending orders and according to different cuts (for example: test type). The requirement in this section concerns the addition of tests to the orders included in a specific work list. |
| 209. | C | 17.2.6.a | Assuming the system is patient centric, adjustment of patient details may also reflect on flagging of previous orders created for the patient? Please elaborate what would be the outcome of such patient's detail change | The system is based on samples linked to the patient. As information about the patient has been updated, all the samples related to this patient "know" the update. |
| 210. | C | 17.2.8.c | What are the fields that should change (order or patient related)? Should the support be based on the type of patients (animals, life insurance, trials, environmental)? | will be defined during detailed specification stage. |
| 211. | C | 17.2.9.c | what is allowed/blocked during the time the test is suspended? What happens if the same sample include tests that are suspended and tests that are not? | Each test will be performed regardless of other tests ordered for that sample. Tests that are not suspended will be carried out unchanged from the normal process. Suspended tests will be carried out only after receiving an authorized approval. |

| # | Part | No. | Question | Answer |
|------|------|------------|---|---|
| 212. | C | 17.2.9.d-e | please explain " within a period of time to be defined in addition to the existing result." Also what happens if it was ordered but not yet collected/resulted/ from a different location? | see updated document. |
| 213. | C | 17.3.1.a | should the manual scanning be in context of the laboratory? should it be in a batch mode or in an order context? | this section reffers to the general work process in the laboratory. Both options should be supported |
| 214. | C | 17.3.1.e-f | Please explain in what context (receiving/processing)? | this section reffers to the general work process in the laboratory. |
| 215. | C | 17.4.e | In subsection e, can you please clarify: A request may require in some cases (as listed in point e) an additional linked patient to the newly registered patient, to link the sample between the two? | Yes |
| 216. | C | 17.5.3.b | A "worklist to be prepared according to order / sample" means a support of a list generated by a scanned groups of order / sample, or a list sorted by order or sample numbers? | A work list is created by the system according to the pending orders and according to different cuts (for example: test type). The requirement in this section concerns the addition of tests to the orders included in a specific work list. |
| 217. | C | 17.5.3.c | Who can save the worklist settings and with who should it be shared? | Every employee in the lab will be able to create a work list and will be able to share it with every employee in the same lab. Sharing a worklist with another lab requires permission. |

| # | Part | No. | Question | Answer |
|------|------|----------|--|---|
| 218. | C | 17.6.2.e | What is the API/Access to/from the medical file to indicate if the viewing has been approved? Should we perform a cancellation in case a similar result was distributed X hours ago? | The interface will work with the protocols specified in the tender. The interface fields and required notifications or their cancellation will be defined in the detailed specification stage. |
| 219. | C | 17.6.3.g | The request is to allow manual / auto-verification in different ways based on the source of entry (manual of from device), the type of result (interim, partial, final) or to allow a multiple entry of results for verification based on manual vs. device? | will be defined during detailed specification stage. |
| 220. | C | 17.6.5.e | You state: " The system will support encryption through standard codes or from a preformatted table": Does Encryption here simply mean coded comments, e.g. A001="Comment Text"? | this section means coded comments/texts. |
| 221. | C | 17.7.4 | The results distribution is by test or by sample? "carried out separately for each sample" is different than "every result is distributed, regardless of the availability / non-availability of other results in the same order"? Would there be only a single type of distribution method to all ordering entities and testing types? | every result is distributed, regardless of the availability / non-availability of other results in the same order. Distribution methods will be decided upon during detailed specification stage. |
| 222. | C | 17.7.6.f | The ask for an alert of any problem in any module is a bit too wide. Please provide more specific scenarios. Should alerts be sent to managers emails/mobile app? Distribution of results is the delivery or results or the spread of patients results across the ranges? | will be defined during detailed specification stage. |

| # | Part | No. | Question | Answer |
|------|------|----------|--|--|
| 223. | C | 17.7.6.j | what is defining the expiration of the test tube? | as stated in this section: this information is read from the sample barcode |
| 224. | C | 18.2.1.f | Must the ID field be optional, or would it be possible to create a fictive patient to be used for these cases? (The fictive patient can be defined with a different patient type to differentiate it from real patients) | will be defined during detailed specification stage. |
| 225. | C | 18.2.2 | A bulk reception of several samples from different orders? | see updated document |
| 226. | C | 18.2.2 | What's the meaning of same type of samples? Same culture? Same container type? | same test for all samples. |
| 227. | C | 18.2.3.a | Does splitting mean adding another culture/test to the same sample to be tested in the other section (station)? Or creating an additional sample and moving to it some of the tests? | sample splitting (creating more samples out of the one received in the lab). |
| 228. | C | 18.2.3.a | Does routing means moving the same sample between stations in the same lab? Or moving the same samples between different lab types? (For example: Having on the same sample micro test and tests from general lab) | both. |
| 229. | C | 18.2.3.b | Automatic routing by the system means definition of the correct station by formula (by pre-defined conditions)? | TRUE |

| # | Part | No. | Question | Answer |
|------|------|----------|---|--|
| 230. | C | 18.2.3.b | The option to manually move (route) sample to a specific station should be allowed specifically during the reception process of the sample? | this can happen at any point during process, not necessarily at the reception. |
| 231. | C | 18.2.3.b | Is it relevant also for reception of a bulk of samples? | yes |
| 232. | C | 18.2.3.c | Does system confirmation means automatic approval of specific results based on ranges/formula rules (e.g. if the result entered is one of “No growth, sample incubating”, “There is growth, bacterial identification performed” etc. the result would be automatically approved by the system)? | section 18.2.3 c not found |
| 233. | C | 18.2.3.c | Does deleting the interim result means deleting it from the distributed data (i.e. setting it as unprinted, after the final result is entered, but keeping it in the system for documentation)? | section 18.2.3 c not found |
| 234. | C | 18.2.4.b | Setting data as not distributed should be possible only manually or also automatically based on conditions (formula)? | both |
| 235. | C | 18.2.4.c | What is the meaning of ‘viewable’? Data that is eventually printed/distributed to the ordering entity/patient file? | yes |
| 236. | C | 18.2.4.c | You state: "Data may be entered in a work notebook on a separate chart or on the same chart, in which the viewable results will be entered. The work notebook data may be visually distinguished from viewable data by font colors, highlights, etc." : Do you here mean that viewable results must be highlighted? | viewable results should be visually distinguished. Could be by highlighting or any other method. |

| # | Part | No. | Question | Answer |
|------|------|----------|--|--|
| 237. | C | 18.2.4.d | When should the rules to alert the user of an improbable value be calculated, at Result entry? Result approval? | At result entry |
| 238. | C | 18.2.4.d | Should the alert be a message for the current user (who entered/approved the result)? Should it be a flag on the result visible to all users? | will be defined during detailed specification stage. |
| 239. | C | 18.2.4.d | What types of responses should the system required? Suggestion of more tests (reflex) to add? | will be defined during detailed specification stage. |
| 240. | C | 18.2.4.e | What is the meaning of result entry based on an encrypted table? Does it mean automatically populating a “textual result” when a numeric result is entered (for example: From the workbench) based on a mapping table? Or calculation of the result based on other findings documented in the electronic workbook? Why should it be encrypted? | it means coded table: automatically populating a “textual result” when a numeric result is entered |
| 241. | C | 18.6.c | Should those reports be generated manually or also have an option for automatic scheduling? | both |
| 242. | C | 18.7.b | Should the statuses (stages) be adjusted to the procedure type (throat, urine, etc.) or fixed for all micro procedures? | The statuses (stages) should be adjusted to the culture type |
| 243. | C | 18.8.a | What is the meaning of managing control according to the validity rules table? Indication on screen? Reports? Block entry of such result? | will be defined during detailed specification stage. |

| # | Part | No. | Question | Answer |
|------|------|--------|---|--|
| 244. | C | 18.8.b | Only visual alert is needed based on formula rules, Or also action? | will be defined during detailed specification stage. |
| 245. | C | 18.8.c | Alert to whom? What king of alert (report? an email? System alert?) | will be defined during detailed specification stage. |
| 246. | C | 18.8.d | What king of alert to the Ministry of health? Does it mean creating a distribution request? | will be defined during detailed specification stage.usually made by sending an e-mail. |
| 247. | C | 19.a | Bone marrow – should we refer to the cytogenetic flow in the system? | the flow is determined according to the test ordered. |
| 248. | C | 19.a | Does change of the sample type means change of the tube type? | sometimes it requires a change of tube |
| 249. | C | 19.a | What is the meaning of patient's particulars? Additional data/parameters updated for the sample/order (for example: If is pregnant) | it means patient details and info |
| 250. | C | 19.b | Will the table serve as a list of tests to be manually added by the user when required? | yes |

| # | Part | No. | Question | Answer |
|------|------|---------|---|---|
| 251. | C | 19.b | Will the same table be displayed for all genetic orders, or a different table based on the ordered procedure? | will be defined during detailed specification stage. |
| 252. | C | 19.d | Does it mean automatic addition of tests based on the data returned from the analytical software? | question is not clear. |
| 253. | C | 20.10.d | What type of advanced editing would be required and how should the report be viewed and generated for delivery? | will be defined during detailed specification stage. Usually the reports are being distributed by e-mail. |
| 254. | C | 20.12.b | Please explain the request | The system will display data referring to service characteristics in order to comply with SLA requirements |
| 255. | C | 20.2.b | Please explain the process to ensure the system included all clinical diagnoses information before sending the samples to the lab | the system should have an interface with the clinical system in order to include the clinical diagnoses. if such interface does not exist the system will allow the user to enetr them manually |

| # | Part | No. | Question | Answer |
|------|------|-----------|---|--|
| 256. | C | 20.3.a | Should the system pre-order a list of expected stains by material and procedure or would the user select? What types of cassettes and slide statuses be needed? | The system display a list of possible actions. The user selects out of the list or adds a new action that is not included in the list. Statuses will be defined during detailed specification stage. |
| 257. | C | 20.3.f | You state: "The delay may be entered through a formatted button." : Can you please clarify what is expected to occur through a "Formatted Button"? | A laboratory manager/responsible employee will be able to produce a list of all the samples that are delayed in the grossing room at the click of a button |
| 258. | C | 20.7.a | You state: "The system will support making touch type slides without making a block".: Does this mean to create slides directly from the frozen section, without need of a block? | yes |
| 259. | C | 21.1.h | Are there stages in the process that can be done without checking the previous one? For example, can a blood screen be tested before existing of blood type? | There are sub-steps that will be carried out in parallel as will be defined in the detailed specification stage |
| 260. | C | 21.1.v | There is mention of a "detailed specification stage". It is unclear on what the division is referring to here. The phrase is used across Part C of the Tender and clarification of the expectations of such a phase and purpose for this phase would be helpful for the bidders | as defined in section 29.3.3 c 4 |
| 261. | C | 21.13.3.b | The meaning is for patient requirements? | section 21.13.3 b not found. |

| # | Part | No. | Question | Answer |
|------|------|----------|---|--|
| 262. | C | 21.2.1.c | What is the unique wristband containing ? id or case number? | will be defined during detailed specification stage. Could contain: Id number, case number, date of birth. |
| 263. | C | 21.5.1.a | "The system will mandate performing certain tests twice" – such as Blood type (patient or unit) where they have the first and second tester ? | All tests are saved in the system |
| 264. | C | 21.5.5.b | Schedule report that will run automatically ? | the report will run automatically or manually, according to the definitions set up at the detailed design stage. |
| 265. | C | 23.2.b | Would the changes be required on an order by order basis or relates to the ability to add and edit workflow and components by the lab? | the ability to add and edit workflow and components by the lab |
| 266. | C | 23.3.g | what is the viewing/restriction of access required between lab area and testing? | will be defined during detailed specification stage |
| 267. | C | 23.4.c | Please give few examples for the desired hierarchy | section 23.4. C not found. |

| # | Part | No. | Question | Answer |
|------|------|------|--|--|
| 268. | C | 20.1 | <p>For anatomic pathology: Provide a list of all instruments including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processor)</p> <p>If “data manager” or “middleware” - devices in place and if instruments are attached. If yes “which” instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity for each, name and model # (one or two of LH750 and one or more of HMX)</p> | <p>The supplier is required to interface with the devices specified in Appendix C 12.5 and to have the ability to develop interfaces for additional devices.</p> |
| 269. | C | 26.f | <p>HTML verification test means verification of the UI (display)?</p> | <p>Each development should be presented for acceptance tests and approval of the Division</p> |
| 270. | C | 27.a | <p>Could a copy of the specification referred to in this requirement be provided to bidders to review please</p> | <p>The specifications will be provided to the winning supplier during the detailed planning phase of the system</p> |

| # | Part | No. | Question | Answer |
|------|------|------|--|--|
| 271. | C | 20.9 | <p>For molecular diagnostic: Provide a list of all instruments including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processer)</p> <p>If “data manager” or “middleware” - devices in place and if instruments are attached. If yes “which” instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity for each, name and model # (one or two of LH750 and one or more of HMX)</p> | <p>The supplier is required to interface with the devices specified in Appendix C 12.5 and to have the ability to develop interfaces for additional devices.</p> |
| 272. | C | 21.1 | <p>For transfusion: Provide a list of all instruments including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processer)</p> <p>If “data manager” or “middleware” - devices in place and if instruments are attached. If yes “which”</p> | <p>The supplier is required to interface with the devices specified in Appendix C 12.5 and to have the ability to develop interfaces for additional devices.</p> |

| # | Part | No. | Question | Answer |
|------|------|----------|--|--|
| | | | <p>instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity for each, name and model # (one or two of LH750 and one or more of HMX)</p> | |
| 273. | C | 28.3.g | <p>In order to propose an architecture and sizing information, current workloads by laboratory as well as total number of users, device interfaces and system interfaces will be required. Workload is given overall but it is not clear as to whether the entire infrastructure would be required on Day 1 operations or in phases based on a defined roll-out plan</p> | <p>The proposed architecture should include an infrastructure capable of operating all the hospital's laboratories on the very first day. The actual activation of the system will be carried out in stages.</p> |
| 274. | C | 29.2.4.3 | <p>The Bid Briefing meeting (Slide 14) highlighted slightly different roles to those outlined in 29.2.4.3. The meeting suggests, Activity Coordinator, Implementation Manager and Customer Manager roles. Could the division please clarify the expected roles and responsibilities and titles of the local roles so that any misconception based on terminology is eliminated in the response</p> | <p>expected roles and responsibilities should be as outlined in section 29.2.4.3</p> |

| # | Part | No. | Question | Answer |
|------|------|----------|---|--|
| 275. | C | 29.2.5.2 | How will the training materials provided during the initial training sessions be made accessible to users post-training? Will these materials be available through an online portal, shared repository, or other means? | The training materials should be accessible online. In addition, these materials will be provided in printed form as needed. |
| 276. | C | 29.2.5.2 | Who will be responsible for maintaining and updating the accessibility of these materials after the implementation phase | The supplier is responsible for maintaining and updating the training materials throughout the contract period. See updated doc section 29.6.1.9 |
| 277. | C | 29.6.3 | Will the Division operate a first-line support center for users? If so, what types of issues will be escalated to the supplier? | The Divisional service desk (as defined in section 29.6.2.1) is not operational yet. This desk may provide service to the laboratories system. Supplier must offer a first line help desk operation in Hebrew as defined in section 29.6.3 b. |
| 278. | C | 29.6.5.3 | We request that any offset be made with prior written notice to the supplier and the provision of a right of argument to the supplier | Before issuing the bill, the supplier will confirm the bill with the division representative. At this time, the division representative will issue a list of violations to the supplier. As much as the supplier is interested in voicing his position regarding the list of violations, a meeting will be held. For the avoidance of doubt, the final decision is at the sole discretion of the Division. |

| # | Part | No. | Question | Answer |
|------|------|----------|--|--|
| 279. | C | 29.6.5.6 | Here can we request that the compensation and fines be applied only in relation to proven damage and in any case that the cumulative compensation and fines do not exceed 10% of the amount of the expected consideration according to the agreement in the last 12 months | No change in the wording of the section |
| 280. | C | 30.2.1.2 | In subsection i, you state: "Update of separation plan to the extent required" - Can you please clarify what s meant here? | The seperation plan is submitted as part of the Bid booklet. It is expected that during the time passed from the submission date the plan needs some updates. |
| 281. | C | 30.2.2 | Is this related to conversion from SOFTOV? from ILEX? or both? | This table is related to access to historical data - either by accessing an external database from the system or by importing flat files that will be provided by the Division |
| 282. | C | 30.2.5 | What is the Unit for comparison? course? hours? | The Unit for comparison is a course. |
| 283. | C | 30.2.6 | What is the Unit for comparison? | The unit for comparison is the adoption support for theunit |
| 284. | C | 30.2.7 | What is the Unit for comparison? Hours or Days? | The comparison is based on the model (the excel file). The bidder should eneter an hourly Tariff for the different roles as specified in section 30.2.7.3 |

| # | Part | No. | Question | Answer |
|------|------|--------------|--|---|
| 285. | C | 30.2.9 | For the annual enterprise licensing cost: can you please give an approximation of how many concurrent user licenses will be needed? | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 286. | C | Appendix C14 | The bidder is referred to a separate document for existing state. This does not seem to be supplied. Could this be provided please | The file was sent and published together with the other tender documents. See appendix C14. |
| 287. | C | General | The perception is that all of the requirements defined in Part C (Functional) are mandatory with the exception of those flagged as "advantageous". However, the bidders meeting seems to give the option of saying things are not supported (or on the roadmap etc.). It would be helpful to identify the 'absolute' mandatory items for a successful go-live of the LIMS (the minimum viable product) | see update document, Part A section 3.3 |
| 288. | C | General | Would it be possible to have the Government standards and guidelines mentioned in the Tender? | Please specify your question. Which section is it referring to? |

| # | Part | No. | Question | Answer |
|------|------|------|--|--|
| 289. | C | 21.1 | <p>For donor blood services: Provide a list of all instruments including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processer)</p> <p>If “data manager” or “middleware” - devices in place and if instruments are attached. If yes “which” instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity for each, name and model # (one or two of LH750 and one or more of HMX)</p> | <p>The supplier is required to interface with the devices specified in Appendix C 12.5 and to have the ability to develop interfaces for additional devices.</p> |
| 290. | C | 23.1 | <p>For cytogenetics: Provide a list of all instruments including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processer)</p> <p>If “data manager” or “middleware” - devices in place and if instruments are attached. If yes “which”</p> | <p>The supplier is required to interface with the devices specified in Appendix C 12.5 and to have the ability to develop interfaces for additional devices.</p> |

| # | Part | No. | Question | Answer |
|------|------|------|---|---|
| | | | instruments are connected to the data manager? For Beckman instruments, provide quantity for each, name and model # (one or two of LH750 and one or more of HMX) | |
| 291. | C | 14.1 | For biochemistry: Provide the total number of workstations. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 292. | C | 14.1 | For biochemistry: Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time? | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 293. | C | 14.1 | For biochemistry: Provide the number of specimens processed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 294. | C | 14.1 | For biochemistry: Provide the number of tests performed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 295. | C | 28.6 | Is it necessary to include procedures for restoring partial information in the backup and restore plan, or will all restorations be full-system restorations? | This section refers to a full-system backup. |

| # | Part | No. | Question | Answer |
|------|------|------|---|---|
| 296. | C | 14.1 | For biochemistry: Does the laboratory currently have a biochemistry software module ? Please provide Name of the vendor / application. If yes, is a Data upload from existing Biochemistry system required? | as stated in this section: General medical centers have a LABOS system (by SOFTOV) installed in them. |
| 297. | C | 14.1 | For biochemistry: Please also kindly provide a list of name and type of testing that is being processed in your laboratory. | Various biochemical tests as usual in hospitals |
| 298. | C | 16.6 | For hematology, chemistry, urinalysis etc.: Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 299. | C | 28.7 | The time defined for display an error message is measured from the time the action was triggered to the time the error is visible to the user? | The time defined for display an error is measured from the time of the trigger independent of the network or infrastructures that are not related to the provider |
| 300. | C | 28.7 | Confirmation on DB update refers to confirmation by the DB (DB response) or to a visual confirmation to the user? | DB response |
| 301. | C | 17.1 | For flowcytometry: Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 302. | C | 17.1 | For flowcytometry: Provide the number of specimens processed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 303. | C | 17.1 | For flowcytometry: Provide the number of tests performed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |

| # | Part | No. | Question | Answer |
|------|------|------|--|--|
| 304. | C | 28.8 | Could the scope and current use of TIBCO be supplied to bidders. Is this used purely as an integration engine currently or are other features of the TIBCO product used? | Tibco is used only as an integration engine between different systems |
| 305. | C | 17.1 | For flowcytometry: Does the laboratory currently have a flowcytometry software module . Please provide name of the vendor / application. If yes, is a Data upload from existing flowcytometry system required? | as stated in this section: General medical centers have a LABOS system (by SOFTOV) installed in them. |
| 306. | C | 17.1 | For flowcytometry: Please also kindly provide a list of names and type of testing that is being processed in your laboratory? | Various tests as usual in hospitals in the field of Flowcytometry |
| 307. | C | 17.1 | Reference Lab: Please list the name of the reference Lab interface? (Mayo, Quest, LabCorp, ARUP etc....). Please specify all of them and which sites uses which reference lab vendor. | Israeli medical centers operate their own internal labs.In the cases where samples were sent, they are sent between the hospitals. Another case is described in section 15.2 - external entities send samples to the medical centers as they don't have their own labs or they don't perform specific tests. |

| # | Part | No. | Question | Answer |
|------|------|-------|---|--|
| 308. | C | 17.1 | <p>Regarding instruments: Provide a list of all instruments including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processor)</p> <p>If “data manager” or “middleware” - devices in place and if instruments are attached. If yes “which” instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity for each, name and model # (one or two of LH750 and one or more of HMX)</p> | <p>The supplier is required to interface with the devices specified in Appendix C 12.5 and to have the ability to develop interfaces for additional devices.</p> |
| 309. | C | 17.11 | <p>For hematology, chemistry, urinalysis etc.: Provide the number of billable tests per year?</p> | <p>The pricing model is based on the number of samples, so the requested number is not relevant.</p> |
| 310. | C | 18.1 | <p>Provide the number of billable tests per year?</p> | <p>The pricing model is based on the number of samples, so the requested number is not relevant.</p> |
| 311. | C | 28.8 | <p>Are all relevant system APIs and documentation for interfacing available? Will technical support from third-party systems be provided during integration?</p> | <p>Yes, both the relevant API documentation and technical support for third-party systems will be provided.</p> |

| # | Part | No. | Question | Answer |
|------|------|------|---|---|
| 312. | C | 18.1 | For HLA: Provide the total number of workstations. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 313. | C | 18.1 | For HLA: Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time? | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 314. | C | 18.1 | For HLA: Provide the number of specimens processed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 315. | C | 18.1 | For HLA: Provide the number of tests performed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 316. | C | 18.1 | <p>For HLA: Provide a list of all instruments including instrument name, vendor name, manufacturer’s name, model, and quantity. Please specify the following for each instrument:</p> <p>Manufacturer, module (e.g., Chemistry, Hematology, Blood Bank etc.)</p> <p>If standard instruments or robotic line (i.e., Beckman Power Processor)</p> <p>If “data manager” or “middleware” - devices in place and if instruments are attached. If yes “which” instruments are connected to the data manager?</p> <p>For Beckman instruments, provide quantity for each,</p> | The supplier is required to interface with the devices specified in Appendix C 12.5 and to have the ability to develop interfaces for additional devices. |

| # | Part | No. | Question | Answer |
|------|------|------|--|---|
| | | | name and model # (one or two of LH750 and one or more of HMX) | |
| 317. | C | 18.1 | For HLA: Does the laboratory currently have an HLA software module? Please provide the name of the vendor / application. If yes, is a Data upload from existing HLA system required? | General medical centers have a LABOS system (by SOFTOV) installed in them. |
| 318. | C | 18.1 | For HLA: Please also kindly provide a list of name and type of testing that is being processed in your laboratory. | Various tests as usual in hospitals in the field of HLA |
| 319. | C | 20.1 | For anatomic pathology: Provide the total number of workstations. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 320. | C | 20.1 | For anatomic pathology: Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 321. | C | 20.1 | For anatomic pathology: Provide the number of specimens processed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |

| # | Part | No. | Question | Answer |
|------|------|------|--|---|
| 322. | C | 20.1 | For anatomic pathology: Provide the number of tests performed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 323. | C | 20.1 | For anatomic pathology: Provide the number of surgical cases per year. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 324. | C | 20.1 | For anatomic pathology: Provide the number of medical cytology cases per year. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 325. | C | 20.1 | For anatomic pathology: Provide the number of Gynecytology cases per year. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 326. | C | 20.1 | For anatomic pathology: Provide the number of Autopsy cases per year. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 327. | C | 28.8 | Can you confirm whether the Division would accept the use of InterSystems IRIS as the ESB from the beginning of the project, eliminating the need to implement TIBCO? | all interfaces requiring maintenance and support by the division teams should be developed using TIBCO. |
| 328. | C | 20.1 | For anatomic pathology: Does the laboratory currently have a pathology software Module? Please provide Name of the vendor / application. If yes, is a data upload from existing pathology system required? | General medical centers have a LABOS system (by SOFTOV) installed in them. |
| 329. | C | 20.1 | For anatomic pathology: Please also kindly provide a list of names and type of testing that is being processed in your laboratory. | The pricing model is based on the number of samples, so the requested number is not relevant. |

| # | Part | No. | Question | Answer |
|------|------|------|--|---|
| 330. | C | 20.1 | For flowcytometry: Provide the total number of workstations. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 331. | C | 20.9 | For molecular diagnostic: Provide the total number of workstations. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 332. | C | 20.9 | For molecular diagnostic: Provide the number of specimens processed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 333. | C | 28.8 | Does this interface section relates to systems, instruments or both? | The interface section reffers to Systems |
| 334. | C | 20.9 | For molecular diagnostic: Does the laboratory currently have a molecular software module? Please provide Name of the application / vendor. If yes, is a Data upload from existing Molecular system required? | General medical centers have a LABOS system (by SOFTOV) installed in them. |
| 335. | C | 20.9 | For molecular diagnostic: Do you need a data conversion? | The information converted will cover all disciplines. |
| 336. | C | 20.9 | For molecular diagnostic: Please also kindly provide a list of names and type of testing that is being processed in your laboratory. | Molecular tests are performed in all laboratories according to the need with accepted molecular methods such as PCR |
| 337. | C | 20.9 | For molecular diagnostic: Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time. | The pricing model is based on the number of samples, so the requested number is not relevant. |

| # | Part | No. | Question | Answer |
|------|------|----------|--|---|
| 338. | C | 21.1 | For transfusion: Provide the total number of workstations. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 339. | C | 21.1 | For transfusion: Provide the total licensed bed size. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 340. | C | 21.1 | For transfusion: Provide the staffed bed size. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 341. | C | 21.1 | For transfusion: Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 342. | C | 21.1 | For transfusion: Provide the RBC units administrated per year? | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 343. | C | 21.1 | For transfusion: Provide other components administered per year? | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 344. | C | 15.2.2.5 | For interface: What is the current HIS interface system? | the HIS system in based on SAP ISH , integrations to thet systems are developed using TIBCO ESB |
| 345. | C | 21.1 | For donor blood services: Provide the total number of workstations. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 346. | C | 21.1 | For donor blood services: Provide the total licensed bed size. | The pricing model is based on the number of samples, so the requested number is not relevant. |

| # | Part | No. | Question | Answer |
|------|------|----------|---|---|
| 347. | C | 21.1 | For donor blood services: Provide the staffed bed size. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 348. | C | 21.1 | For donor blood services: Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 349. | C | 21.1 | For donor blood services: Provide the number of allogeneic donor drawn per year? | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 350. | C | 21.1 | For donor blood services: Provide the number of auto / DIR donors drawn per year | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 351. | C | 21.1 | For donor blood services: Provide the number of therapeutic donors drawn per year? | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 352. | C | 15.2.2.5 | For interface: Is HIS to be interfaced: ADT Order Entry Result Reporting Billing | The system should interface with NAMER (Atd, billing, order entry), and the clinical file system (Camelion). The required reports are part of the proposed system and are based on the data stored in it. |
| 353. | C | 21.1 | For transfusion: Provide the RBC units cross-matched per year? | The pricing model is based on the number of samples, so the requested number is not relevant. |

| # | Part | No. | Question | Answer |
|------|------|------|--|---|
| 354. | C | 23.1 | For cytogenetics: Provide the total number of workstations. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 355. | C | 23.1 | For cytogenetics: Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time? | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 356. | C | 23.1 | For cytogenetics: Provide the number of specimens processed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 357. | C | 23.1 | For cytogenetics: Provide the number of tests performed annually. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 358. | C | 23.1 | For cytogenetics: Do you need a data conversion? Please also kindly provide a list of names and type of testing that is being processed in your laboratory. | The information converted will cover all disciplines. |
| 359. | C | 27 | Historical data, is it possible to know more about the system to be interfaced and data to be moved? | The supplier will receive ordered files from the division in a flat format |
| 360. | C | 26.d | Could the current standards for User Interface be made available for review please. Also an indication of how frequently these standards are updated would be required | See the updated tender documents, section 26 |

| # | Part | No. | Question | Answer |
|------|------|---------|---|---|
| 361. | C | 28.12.3 | What is a temporary data received from the instrument? Does the instrument provide an indication? | For all instruments: it is necessary to indicate whether the result is final or temporary/partial. The rest of the data is instrument dependent |
| 362. | C | 28.14.b | Please clarify the expectation (i.e. content) of a statistic code analysis | From a security perspective, a static code analysis report generated by an automated static code analysis tool will be required. |
| 363. | C | 17.2.3 | Provide further clarification on the “iron number” algorithm? | Iron number is a unique number issued by the medical center,using Namer system and not by the LIMS. |
| 364. | C | 17.7.3 | For hematology, chemistry, urinalysis etc.: Provide the total number of workstations? | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 365. | C | 18.1. | Provide the total number of concurrent users. Please identify how many concurrent users will be accessing the system at any given time. | The pricing model is based on the number of samples, so the requested number is not relevant. |
| 366. | C | 18.2.4 | Provide the total number of workstations? | The pricing model is based on the number of samples, so the requested number is not relevant. |

| # | Part | No. | Question | Answer |
|------|------|------------------------|--|---|
| 367. | C | 28.3 (f) & 28.3 (g) | <p>Section 28.3 (g) states the bidder is required to detail both on-prem and cloud (Nimbus) architectures (this is also supported in section 28.3 (f) which state this is the customer sole discretion to decide which architecture to use).</p> <p>From a competition point of view, the above requirement, narrows the vendors to only those who have an on-prem solution which can be hosted on the cloud (lift & shift).</p> <p>This approach may also cause the customer to get less innovative solutions as the nature of on-prem products.</p> <p>Please change the requirement for on-prem or cloud solutions instead of requiring both.</p> | <p>The bidder is obliged to provide an on-prem architecture. The more he additionally specifies a cloud architecture, the more he will receive an additional quality score.</p> |

| # | Part | No. | Question | Answer |
|------|------|-----------|--|--|
| 368. | C | 29.2.3.2a | Section Error! Reference source not found. | see the updated tender documents |
| 369. | C | 29.2.4 | Shall the penalties be negotiable? | In applying this fine as part of the SLA, the division will send a preliminary notice to the supplier and hold a hearing on the matter. It is clarified that the decision is under the authority of the division only. |

| # | Part | No. | Question | Answer |
|------|------|-----------|------------------------------------|--|
| 370. | C | 29.2.4.1g | Shall the penalties be negotiable? | In applying this fine as part of the SLA, the division will send a preliminary notice to the supplier and hold a hearing on the matter. It is clarified that the decision is under the authority of the division only. |

| # | Part | No. | Question | Answer |
|------|------|-----------|---|--|
| 371. | C | 29.2.4.3 | Section Error! Reference source not found. | see the updated tender documents |
| 372. | C | 29.2.5.2b | Can be the training material for Key Users (application) also in English? | As detailed in section 29.2.5.2 the training materials should be in Hebrew or English depending on the population. |
| 373. | C | 29.2.5.2c | Can be the training material also in English? | As detailed in section 29.2.5.2 the training materials should be in Hebrew or English depending on the population. |

| # | Part | No. | Question | Answer |
|------|------|----------|--|---|
| 374. | C | 29.2.8.4 | Section Error! Reference source not found. | see the updated tender documents |
| 375. | C | 29.4.2 | What about the working days the supplier team is supposed to be onsite ? | The team will be assigned a desk with a computer and access to the system |

| # | Part | No. | Question | Answer |
|------|------|--------|---|---|
| 376. | C | 29.6.3 | Shall be the penalties negotiable? | The bidder must now send all the questions, on any topic (including the contract and its appendices) according to the format specified in the tender. For this purpose, an additional deadline was given for sending questions. |
| 377. | C | 29.6.5 | Shall be the penalties negotiable? | The bidder must now send all the questions, on any topic (including the contract and its appendices) according to the format specified in the tender. For this purpose, an additional deadline was given for sending questions. |
| 378. | C | 30.2.3 | Do you expect the price for only one option ? Not clear how to answer in Appendix D. | The bidder should give an installation price that will be paid whether the system is installed on prem or it is installed in the cloud. |
| 379. | C | 30.2.6 | Would be accepted a model also based on number of users per laboratory ? | There is no change in the model. A price quote must be given according to the model published in the tender documents |
| 380. | C | 30.2.9 | Would be accepted a different licensing model based on number of users connecting simultaneously? | There is no change in the model. A price quote must be given according to the model published in the tender documents |

| # | Part | No. | Question | Answer |
|------|------|-------------------------------------|---|----------------------|
| 381. | C | Liquidated damages (SLA) sections 1 | Error! Reference source not found. - Section Error! Reference source not found. | see updated document |
| 382. | C | Liquidated damages (SLA) sections 2 | Error! Reference source not found. - Section Error! Reference source not found. | see updated document |
| 383. | C | Liquidated damages (SLA) sections 3 | Error! Reference source not found. - Section Error! Reference source not found. | see updated document |
| 384. | C | Liquidated damages (SLA) sections 4 | Error! Reference source not found. - Section 6.3.1 | see updated document |

| # | Part | No. | Question | Answer |
|------|------|-------------------------------------|---|----------------------|
| 385. | C | Liquidated damages (SLA) sections 5 | Error! Reference source not found. - Section 6.3.2 | see updated document |
| 386. | C | Liquidated damages (SLA) sections 6 | Error! Reference source not found. - Section Error! Reference source not found. | see updated document |

| # | Part | No. | Question | Answer |
|------|------|-------------------------------------|--|--|
| 387. | C | Liquidated damages (SLA) sections 7 | Error! Reference source not found. - Section Error! Reference source not found. | see updated document |
| 388. | C | 28.3 | subsection g states that "A solution operating on the cloud (Nimbus) provides a significant quality advantage". Please indicate how this advantage is reflected in the quality score. Is the reference to a 3% general quality score for "Cloud architecture – an advantage" without specifying that it is specifically Nimbus as described in the score of the technology chapter? | The cloud in which the architecture is required is AWS or GCP, any architecture in one of these clouds will provide the advantage according to the updated distinctions in Appendix A4.6 |
| 389. | C | 30.2.3 | subsection a states that "The option of installation on the cloud is not mandatory but will offer a major advantage in the quality score". Please indicate how this advantage is reflected in the quality score. Is this requirement in addition to the requirement stated in the previous question or instead of it? | see the updated tender documents |
| 390. | C | 30.2.3 | subsection f states that "The bid is not to include the costs of server hardware or basic software for servers". | This refers to the licensing of operating systems and databases |

| # | Part | No. | Question | Answer |
|------|------|--------|---|--|
| | | | Please clarify what is included and what is not included in "basic software" | |
| 391. | C | 30.2.3 | <p>subsection f states that "The bid is not to include the costs of server hardware or basic software for servers".</p> <p>Please clarify the supplier's obligations in the field of system , communication, database management, etc. What is the supplier's obligation in the field of system infrastructure beyond the delivery of the LIMS software.</p> | Any third party licensing is not directly with the cloud provider, which is required for running the system in the cloud will be provided by the system provider |
| 392. | C | 21.1 | <p>subsection 21.1 states that "The proposed system will operate in the cloud of the Division and the bidder is required to provide a solution for the cloud environment according to the Nimbus tender and the requirements for the cloud in the appendix to this tender".</p> <p>Please list the requirements for operating the system in Nimbus cloud environments</p> | The system should run on AWS or GCP in the Israeli region, there are no special requirements for operating systems, services, etc. |
| 393. | C | 29.3.2 | <p>subsection b states that "The schedule for adoption of the system at the medical centers will be set by the division". please change this requiremnt to "The schedule for adoption of the system at the medical centers will be set by the division and in coordination with the supplier".</p> <p>It is unreasonable to impose fines on a unilaterally determined work plan</p> | see the updated tender documents |

| # | Part | No. | Question | Answer |
|------|------|--|---|---|
| 394. | C | 15.2.2.8 16.5 29.2.3.2 29.2.4.3 | please update "Error! Reference source not found" be aware that this error occurs in many other places in the tender documents | see the updated tender documents |
| 395. | C | 15.2.2.5 | <p>In accordance with the guidelines of the Ministry of Health, the proposed system is required to support this international standard.</p> <p>Developing compliance with the FHIR standard is a challenging and complex process, especially due to the strict requirements that characterize the health sector and the sensitivity of the information involved in the process.</p> <p>The support for this standard is not "another feature", which can be developed anytime once requested. It is a very complex requirement. A system that does not support this standard raises concerns about its ability to implement this requirement in the short future within a reasonable period of time and at a reasonable cost.</p> <p>We request that compliance of the proposed system with the FHIR standard at the time of submission will be considered a significant advantage in the scoring of the proposals.</p> | No change in the wording of the section |

| # | Part | No. | Question | Answer |
|------|------|--------|--|---|
| 396. | C | 16.2 | Based on our experience, there is immense importance in the ability to justify selected actions. It is insufficient to merely document user actions without providing additional information that may clarify the action. Please confirm that there is a requirement for the ability to designate actions as requiring expanded AUDIT, where the user will be required to provide justifications and/or password for the action. | Confirmed. Exact fields will be decided upon during specification design stage. |
| 397. | C | 16.3 | Please confirm that "entering data into the system" means by both typing the data and using barcode reader, according to the user preferences to improve the speed of entry and reduce errors. | confirmed |
| 398. | C | 16.3.b | Please confirm that there is a requirement to categorize pre configured user comments into groups, such as by laboratory, test, or other custom categories to improve the speed of entering comments and to enhance their wording and consistency. | confirmed |
| 399. | C | 16.2.a | Please confirm that when multiple graphs and images are received for several tests in a profile, the requirement is to display all images and graphs on a single screen, instead of presenting each image on a separate screen? | will be decided upon during specification design stage |
| 400. | C | 16.3.a | Please confirm that the requirement is for a generic driver that allows for field mapping and structure definition without the need for code modifications when developing an interface for new devices. This capability obviates the need for software change testing, significantly reducing the implementation | This section does not deal with drivers. Please specify your question. |

| # | Part | No. | Question | Answer |
|------|------|--------|---|--|
| | | | time for the interface and minimizing the risk of errors. | |
| 401. | C | 16.3.c | Please confirm that the requirement is to define personalizing user authorizations for position-based actions at the level of: Lab, Entity, Activity, Test, Specifics, Numeric Result and Sign, Text Result, and Request Type. | the requirement is to define personalizing user authorizations for position-based actions. Levels will be decided upon during specification design stage |
| 402. | C | 16.4 | Please confirm that the Requires Reporting Results screen be separate and require specific authorization and that it Is necessary to display only results that requires reporting in this screen. | will be decided upon during specification design stage |
| 403. | C | 16.4 | Please confirm that the requirement is to enable to establish a rule to determine if a test requires reporting based on multiple criteria, beyond the standard reference range that includes panic values range. | question is unclear. Please clarify question |
| 404. | C | 16.5 | Please confirm that the requirement is to schedule the generation and sending of reports, in addition to the screen display, printing, and mailing capabilities. | confirmed |
| 405. | C | 16.6.b | Please confirm that the requirement is to enforce patient verification before sample collection, with verification options based on identification number or hospitalization number, to be conducted by scanning the patient's barcode located at their wrist band. | scanning patient's barcode located on their wrist band is one way of patient verification. |

| # | Part | No. | Question | Answer |
|------|------|----------|--|---|
| 406. | C | 17.7.1.c | Please confirm that the requirement is to save all search parameters for reruns. | the requirement is the perform search according to parameters entered by the user. |
| 407. | C | 17.11.c | Please confirm this requirement imply that the system will have a communication interface to receive updates from external systems regarding changes in patient details. For example, if a new ID is provided, the system will need to update the patient information, maintain history, and adjust related sample data accordingly. | confirmed |
| 408. | C | 17.11.h | The requirement states that there are two predefined numbers for patient identification in mass casualty incidents, with one number derived from the other. It is understood that these numbers are generated by an external entity, not by the system itself. What is specifically expected from the system in this context? | the numbers are generated by an external system. See section 17.2.2 |
| 409. | C | 17.2.2.a | Could you clarify what is meant by "laboratory barriers" in the context of smart and automatic ordering of test profiles? | no such text in this section. Please clarify question. |
| 410. | C | 17.2.2.a | Are there specific examples or use cases that illustrate these barriers? | question is unclear. There is no mention of barriers in this section. Please clarify the question |
| 411. | C | 17.2.2.c | Please confirm that the requirement is for the system to manage all tests ordered by different physicians to be performed in various laboratories within a single request, and to provide a consolidated view and | no such text in this section. Please clarify the question. |

| # | Part | No. | Question | Answer |
|------|------|------------|---|--|
| | | | implement rules between samples from different laboratories. | |
| 412. | C | 17.2.3.a | Please clarify how the system will handle the bulk ordering process, specifically what information is required when selecting patient details for multiple tests. Additionally, the requirements seem tailored to a specific implementation approach; further insight into the rationale behind this requirement would be appreciated, as we may be addressing the process differently. | no such text in this section. Please clarify the question. |
| 413. | C | 17.2.4.g.3 | Please clarify how the system will determine the criteria for adding tests to multiple orders simultaneously. What specific parameters from the existing work list will facilitate this process? | no such text in this section. Please clarify the question. |
| 414. | C | 17.2.4.g.3 | please provide examples or use cases that illustrate this functionality. | no such text in this section. Please clarify the question. |
| 415. | C | 17.2.4.m | <p>Please confirm that the requirement is to define one of the following options for tests that have already been ordered within a specified timeframe or for tests designated as expensive:</p> <p>Select an approving physician Change the status to 'Pending Approval' (senior staff) Prohibit ordering altogether Display a notification/message"</p> | will be decided upon during specification design stage |

| # | Part | No. | Question | Answer |
|------|------|----------|---|--|
| 416. | C | 17.2.4.h | The requirement regarding the automatic or manual update of the date and time the test tube was received is unclear. It seems to refer to samples that were already collected, yet the tests are not performed on the same day. Can you clarify the rationale behind updating the reception time for these samples, and how it impacts future orders? Additionally, examples or use cases illustrating this functionality would be helpful. | no such text in this section. Please clarify the question. |
| 417. | C | 17.2.5.b | Please confirm that the requirement is to display pictures of the vessels at the collection stage, and to establish the order in which the vessels are displayed for collection. | no such text in this section. Please clarify the question. |
| 418. | C | 17.2.5.c | Please confirm whether the entry of the sample number will be conducted exclusively via a barcode scanner, or if manual input is also required. | no such text in this section. Please clarify the question. |
| 419. | C | 17.2.9.a | Please confirm that the requirement is to enable editing of the original message, allowing for the addition of required information or correction of incompatibilities, followed by reprocessing of the message. | question is unclear. Please clarify the question |
| 420. | C | 17.3.2.b | Please confirm that the requirement is for a scanned barcode for a sample to become locked and unavailable for reuse with another patient, even if the sample collection has not been performed, in order to prevent information exchange between patients. | no such text in this section. Please clarify the question. |
| 421. | C | 17.4.a | Please confirm that the requirement is to have the option to reject a sample/container, allowing for the collection to be performed at a later time, and that there should also be a requirement to specify a predefined rejection code. | no such text in this section. Please clarify the question. |

| # | Part | No. | Question | Answer |
|------|------|--------|--|--|
| 422. | C | 17.4.a | Please confirm that the requirement is to display sample collection instructions on the blood collection screen, with guidelines predefined according to the list of tests. | no such text in this section. Please clarify the question. |
| 423. | C | 17.4.a | Please confirm that the requirement is to display patient instructions on the sample collection screen, such as fasting guidelines, predefined according to the specific tests. | no such text in this section. Please clarify the question. |
| 424. | C | 17.4.a | Please confirm that the requirement is to display all orders for a specific ward. | no such text in this section. Please clarify the question. |
| 425. | C | 17.4.a | Please confirm the need to present information regarding the patient's location within the department, such as ward, room, and bed, and to order the patients for collection according to their physical location in the ward. | no such text in this section. Please clarify the question. |
| 426. | C | 17.4.a | Please confirm that the requirement is to display all samples taken and to allow sorting and filtering by all relevant parameters. | no such text in this section. Please clarify the question. |
| 427. | C | 17.4.a | Please confirm that the requirement is to manage the shipment of samples from the ward to the laboratory. | no such text in this section. Please clarify the question. |
| 428. | C | 17.4.a | Please confirm that the requirement is for the collection screen to allow replacing the default tube displayed with another tube based on a predefined setting. | no such text in this section. Please clarify the question. |
| 429. | C | 17.4.a | Please confirm that the requirement is to allow for defining that multiple tubes need to be collected for a single test. | confirmed. |
| 430. | C | 17.4.a | Please confirm that the requirement is for each selected body site on the collection screen to display | no such text in this section. Please clarify the question. |

| # | Part | No. | Question | Answer |
|------|------|----------|--|---|
| | | | a vessel indicating the specific location from which the sample should be taken. | |
| 431. | C | 17.6.8.b | What criteria will the laboratory use to decide whether to allow changes to be viewed after distribution of results? Specifically, does this refer to displaying the new results, the previous results, or both? Additionally, how will this functionality be implemented in the system? | will be decided upon during specification design stage |
| 432. | C | 17.6.4.d | Please confirm that a change in textual results or in reference range values is also considered relevant for confirmation through the Delta Check, in addition to absolute and relative increases and decreases. | confirmed. |
| 433. | C | 21.1.i | Should the electronic signature be entered using the LDAP password, or can a shorter, more user-friendly PIN code be used, provided there is a single authorization at login and after a logout timer? | Pin code can be used |
| 434. | C | 21.1.p | Can you please clarify what is meant by "digital identification of system users". Specifically, does this refer to user authentication methods (e.g., LDAP), or does it involve other forms of identification within the system? | Digital identification: the patient can be identified by typing his ID into the system, or by reading the barcode on the handle. The users of the system will be identified by typing an ID number or by reading a barcode. |
| 435. | C | 21.1.t | Can you confirm that the requirement is to display a patient's known antibodies along with the source and date of their identification? | the requirement is to display several fields, as mentioned in this section. The final fields to be displayed will be decided upon during specification design stage |

| # | Part | No. | Question | Answer |
|------|------|----------|--|---|
| 436. | C | 21.1.p | Could you clarify the functional requirement for "support identification of the patient using a unique wristband". Specifically, what features or capabilities are expected to be included to ensure effective patient identification through this method? | no such text in this section. Please clarify the question. |
| 437. | C | 21.2.2.a | In the event of a name change for a patient, is there a requirement to retain the previous name in the system, or is it acceptable to simply overwrite it? | will be decided upon during specification design stage |
| 438. | C | 21.2.2.e | Could you provide details regarding this interface, including which systems it is expected to connect to? Specifically, we would like to understand the data flow and integration requirements involved | The Interface is with NAMER system. The interface to be defined during the detailed specification stage. |
| 439. | C | 21.2.2.h | Could you provide details regarding this interface, including which systems it is expected to connect to? Specifically, we would like to understand the data flow and integration requirements involved | The Interface is with Camelion system. The interface to be defined during the detailed specification stage. |
| 440. | C | 21.3.a | Could you provide details regarding this interface, including which systems it is expected to connect to? Specifically, we would like to understand the data flow and integration requirements involved | The Interface is with Camelion system. The interface to be defined during the detailed specification stage. |
| 441. | C | 21.5.2.1 | Could you clarify the meaning of "special tests," provide examples, and give an example of a suitable algorithm that could be used with them? | examples are provided in the section: blood tests for infants, umbilical blood, bone marrow transplant recipients |

| # | Part | No. | Question | Answer |
|------|------|-----------|--|--|
| 442. | C | 21.7.g | Could you provide the required specific details of the algorithm? | will be decided upon during specification design stage, based on Ministry of Health regulation. The medical centers work in accordance with the procedures of the Ministry of Health as indicated here: https://www.gov.il/he/pages/mr11-2020 |
| 443. | C | 21.9.3.d | Could you explain the meaning of "dispensing reason code" and provide an example of such a code along with its description? | the dispensing reason code will be chosen by the user from a predefined table, managed by a super user. |
| 444. | C | 21.9.3.e | Does the term "confirming physician" pertain to the physician who orders the dispense, or does it refer to a different role within the process? | the term "confirming physician" pertain to the physician who orders the dispense |
| 445. | C | 21.12.2.a | We understand that there are currently no blood suppliers in Israel providing unit information in a digital format. Could you please clarify the intent behind this requirement. Specifically, are there alternative methods for receiving this information that you envision, or is there an expectation for suppliers to implement digital solutions in the near future? | Since the requested system is expected to be used over a long period of time, we anticipate that such an interface will be needed |
| 446. | C | 21.12.2.h | Could you please clarify the meaning of the term "the lot" as used in the tender documents? Specifically, we would like to understand whether it refers to a batch of products, a specific quantity, or another definition within the context of this tender. | see the updated tender documents |

| # | Part | No. | Question | Answer |
|------|------|------------|--|---|
| 447. | C | 21.16.b | Could you please clarify the meaning of "conversion of all existing reports"? | having the ability to have the exact same reports in the new system. |
| 448. | C | 21.16.d.5 | Could you please explain what is considered a "special unit" in the context of this tender? | Special dishes are dishes that have special antibodies or special antigens. In the detailed characterization phase, the criteria for defining a portion as special will be defined. |
| 449. | C | 21.16.d.5 | What specific information is expected to be included in the report related to these special units? | will be decided upon during specification design stage |
| 450. | C | 21.16.d.13 | Could you please specify what is meant by the "medical center's requirements". Does this imply that a different report format is needed for each hospital, or are there standardized requirements that apply across all centers? | there may be different formats for different medical centers |
| 451. | C | 23.2.a | Could you clarify what is meant by "laboratory report"? Specifically, what information and data are typically included in such a report. | will be decided upon during specification design stage |
| 452. | C | 23.8 | Many devices used in a genetic lab require worklists from the LIMS, with varying formats across equipment. Please confirm that scoring advantage will be given to software capable of generating customizable file outputs based on advanced user configuration, rather than requiring code development for each format. | confirmed |
| 453. | C | 23.10 | Can you confirm there will be a scoring advantage for sophisticated automatic selection of genetic letter formats based on individual results? | confirmed |

| # | Part | No. | Question | Answer |
|------|------|--------|--|---------------------|
| 454. | C | 24.6.b | How does the requirement for external quality control (EQC) relate to the comparison of results entered by different users? Specifically, is there a need to integrate EQC results into the assessment of user performance, and how will this be reflected in the system? | question is unclear |
| 455. | C | 18.3 | Please confirm that "reception of results from devices" means reception of Identification and sensitivity as well as reception of seeding results from automation line to automate the entire work process in microbiology | confirmed |
| 456. | C | 18.3.a | Please confirm that "In the laboratory, the following results are entered:" include also entering of seeding results. If the answer is YES please confirm that entering seeding results means by both typing the result for each sample separately and using a dedicated batch screen with barcode reader, according to the user preferences to allow speed. | confirmed |

| # | Part | No. | Question | Answer |
|------|------|--------|--|---|
| 457. | C | 18.4.d | Please confirm that "The system will allow for the definition of rules for reviewing the entered data" means that rules mechanism can be used as the engine of Microbiology LAB process that based on complicated conditions the rule perform automatically actions like : 01. Implement work process 02. Add Test 03. Assign results 04. Review results 05. Alert Results 06. Approve Results 07. Distribute Results 08. Cancel Results 09. Delete results 10. Update specimen and Body_site And more... | The supplier will use the mechanisms of his choice to meet the requirements of the tender |
| 458. | C | 18.5 | Please confirm that microbiology "confirmation of results" also requires presentation of the patient's historical results of all types of cultures. | confirmed |
| 459. | C | 18.6 | Please confirm that "Distribution of results" means distributing an indication to the HOST that the sample has been received in the LAB and started the work process. | distribution of results means sending the test results to the ordering party and others if required such as Ministry of Health in specific cases. |

| # | Part | No. | Question | Answer |
|------|------|--------|---|--|
| 460. | C | 18.6.d | Please confirm that "Distribution of results" means manual distribution and automatic distribution of "Negative" results , according to the user preferences to allow speed | distribution of results means sendig the test results to the ordering party and others if required. Any algorithym that enhances speed is welcome. |
| 461. | C | 28.2.2 | Could you please clarify how 'independence of each center' is expected to work within a central system configuration? Specifically, we would like to understand to what extent each center will operate independently in terms of customization (e.g., tables, workflows, interfaces) and version management, considering the centralized infrastructure requirement. | Each center determines its work configuration, each center has its specific devices, specific users, and its specific processes, therefore it is necessary to adapt to each center |
| 462. | C | 26 H | "...in the case of websites, Internet applications, cellular apps and digital documents, ..." - please describe the scope og the required cellular application (if any) | Cellular applications are not required at this time. Having said that, we expect the need will rise at some point during the contract period. |
| 463. | C | 26 H2 | "Cellular applications" - please describe the scope og the required cellular application (if any) | Cellular applications are not required at this time. Having said that, we expect the need will rise at some point during the contract period. |
| 464. | C | 28.14 | please describe the scope og the required cellular application (if any) | Cellular applications are not required at this time. Having said that, we expect the need will rise at some point during the contract period. |

| # | Part | No. | Question | Answer |
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| 465. | C | 27 A | "...in accordance with the decisions of the Division and the specification that the Division will provide". Please confirm that the decision will be made in coordination with the supplier | Any professional decision will take into account the supplier's opinion and recommendation. It is clarified that the decision is at the sole discretion of the division and the supplier will be obliged to abide by it |
| 466. | C | 27 A | Please confirm that according to the structure of the price offer where the multiplier for the conversion price is 1, the conversion plan and application that will be developed for the pilot site will be suitable for all other sites. Alternatively, please confirm that this payment will be paid when installing the system in every new site. | the conversion plan and application that will be developed for the pilot site will be suitable for all other sites. It is cleared that some centers use Ilex software and others use LabOs, so two conversion applications might be required. |
| 467. | C | 28.3 A | Please list the supplier's responsibilities in the area of installation, operation and maintenance of the system infrastructure, including but not limited to servers, databases, operating systems, backups, data security, and everything required to operate the system with the exception of the LIMS software, both in the ON PREM configuration and in the cloud configuration | The supplier must install a working end-to-end solution, in the cloud, and the supplier is expected to set up all the system components, and it is even recommended to use IaC to set up the environment. for On-Premise solution, the supplier is expected to install all the components with the exception of network settings and setting up the required VMs, from the operating system level the responsibility for setting up is on the supplier |

| # | Part | No. | Question | Answer |
|------|------|--------|--|---|
| 468. | C | 28.3 A | Please confirm that it is the supplier's responsibility to provide the LIMS software only and that all the products required for its operation (such as operating systems, databases, commercial report products, servers, storage, monitoring, security etc.) will be provided by the Ministry of Health and at its expense according to the supplier required specifications | Supplier's responsibility is as specified in the tender. See updated tender documents |
| 469. | C | 28.17 | Please list the supplier's responsibilities in the area of installation, operation and maintenance of the system infrastructure in the DR site , including but not limited to servers, databases, operating systems, backups, data security, and everything required to operate the system with the exception of the LIMS software, both in the ON PREM configuration and in the cloud configuration | The provider must install a working end-to-end solution, in the cloud, and the provider is expected to set up all the system components, and it is even recommended to use IaC to set up the environment. In On-Premise, the provider is expected to install all the components except network settings and setting up the required VMs, from the operating system level the responsibility for setting up is on the provider. In the cloud HA between different AZs there will be a satisfactory solution, in On-Prem the DB survivability settings are the responsibility of the provider, if you intend to use Vmotion technology, the setting will be done by the medical center jointly with the provider. |

| # | Part | No. | Question | Answer |
|------|------|-----------|--|---|
| 470. | C | 28.17 | Please confirm that the supplier is responsible for installing the system in the DR site which will be provided by the customer and that it is the customer's responsibility to install and operate the DR site and that these operations will be carried out under his responsibility and at his expense | This approach is approved on-premise, in the cloud, full responsibility of the provider to configure the HA |
| 471. | C | 28.7 | End-to-end response times include components that are not at the provider's responsibility, such as network speed, PCs, etc. Therefore, please confirm that the response times will be measured in the components that are at the supplier's responsibility and do not include the components that are not his responsibility. | confirmed. It is recommended to use open telemetry or any other solution that can be used to measure the response time of all the components in the supplier's responsibility |
| 472. | C | 28.16 E 6 | The text in the section is truncated | see the updated tender documents |
| 473. | | | does canceling the selection of an instruction require the choice of a non-collection code? | It is not clear which section the question refers to |