

REQUEST FOR QUOTATION

To Develop and Implementation of Electronic
Assessment Tool for MSQH Accreditation Programme
(Web and Mobile Application)

NOTICE

The Malaysian Society for Quality in Health (MSQH) invites eligible Service Providers/Contractors to participate in the following RFQ process:

RFQ No	Job Title	Advertising Date	Closing Date
01/2025	To Develop and Implementation of Electronic Assessment Tool for MSQH Accreditation Programme (Web and Mobile Application)	26 March 2025	15 April 2025

Briefing Session

A mandatory briefing session will be conducted as follows:

Date	9 th April 2025
Time	10.00 am
Location	MSQH Conference Room

RFQ Document & Payment Details

RFQ Document Fee	RM 50.00 (Not including Transaction Charge and SST 8%)
Bank Account Name	Persatuan Kualiti Kesihatan Malaysia
Other Method	SenangPay (Click here)

Upon payment, the document will be emailed to the bidder.

Submission Guidelines

Proposals must be submitted in two (2) separate documents:

- Technical Proposal (without company name or pricing details)
- Financial Proposal (containing only cost-related information)

Bidder must email itmsqh@msqh.com.my and submit the documents by hand-delivered or sent by courier to:

Malaysian Society for Quality in Health (MSQH)

B.6-1, Level 6, Manara Wisma Sejarah,

230 Jalan Tun Razak, 50400 Kuala Lumpur

Both documents should be sealed in separate envelopes and labeled accordingly.

The deadline for submission is **18 April 2025 at 2:00 PM**. Late submissions will not be considered.


Evaluation & Award Process

Proposal Evaluation & Assessment	21 st - 25 th April 2025
Presentation/Demonstration	28 th -29 th April 2025
Notification of Award Decision	30 th April 2025
Final Documentation Submission by Winning Bidder	5 th May 2025
Project Commencement	30 th June 2025

Inquiries & Communication

All communication regarding this RFQ must be directed to MSQH IT Unit via:

 Email: itmsqh@msqh.com.my

 Phone: +603 2681 2232 (During working hours, except public holidays)

Bidders are advised to adhere strictly to the RFQ requirements and deadlines. MSQH reserves the right to accept or reject any submission at its discretion.

Time Schedule

The schedule below applies to this RFQ process

Activity	Date
Publication of RFQ	26 March 2025
Briefing Session	9 th April 2025
Deadline for Questions	11 th April 2025
Submission Deadline	18 th April 2025 (2:00 PM)
Proposal Evaluation & Assessment	21 st – 25 th April 2025
Presentation/Demonstration (if required)	28 th – 29 th April 2025
Notification of Award Decision	29 th April 2025
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Executive Summary

The **Malaysian Society for Quality in Health (MSQH)** is a non-governmental, not-for-profit organization dedicated to improving the quality and safety of healthcare services in Malaysia. Established in 1997, MSQH collaborates with key healthcare stakeholders, including the **Ministry of Health (MOH), Association of Private Hospitals Malaysia (APHM), and the Malaysian Medical Association (MMA)**, to develop and implement accreditation programmes. These programmes serve as **independent, voluntary assessments** that enable healthcare facilities to evaluate their service quality, patient safety measures, and operational efficiency. MSQH currently offers accreditation for **hospitals, medical clinics, chronic dialysis treatment centers, and dental clinics**, each designed to uphold the highest standards of care and ensure continuous improvement in the healthcare sector.

The **Hospital Accreditation Programme**, now in its **6th Edition**, is designed to assess hospitals based on a comprehensive set of standards that encompass organization and Management, Human Resource Development and Management, Policies and Procedures, Facilities and Equipment, Safety and Performance Improvement Activities and Special Requirements. This accreditation ensures that hospitals adhere to **evidence-based best practices**, enhancing the quality of patient care while optimizing hospital operations. Hospitals that achieve MSQH accreditation demonstrate a commitment to **continuous quality improvement, patient safety, and operational excellence**, leading to better healthcare outcomes and increased public trust.

Similarly, the **Medical Clinic Accreditation Programme**, introduced in its **2nd Edition**, focuses on ensuring that primary care providers, including **general practice, specialist, and corporate clinics**, maintain high standards in clinical governance, patient rights, medical record management, and infection control. By achieving accreditation, clinics can enhance their reputation, improve service quality, and build stronger patient confidence. Accreditation also supports clinics in **implementing structured, standardized processes**, ensuring compliance with national healthcare regulations and global best practices.

The **Chronic Dialysis Treatment Accreditation Programme**, currently in its **3rd Edition**, plays a critical role in evaluating dialysis centers. Given the **complex and long-term nature of dialysis treatment**, ensuring patient safety, infection control, and emergency preparedness is paramount. This programme sets stringent guidelines to ensure dialysis facilities provide **safe, effective, and high-quality treatment**, thereby improving patient health outcomes and reducing

complications. Accreditation in this area is particularly essential as it guarantees that dialysis centers adhere to the highest standards in facility management, equipment sterilization, and clinical staff competency.

The **Dental Clinic Accreditation Programme**, also in its **1st Edition**, ensures that dental practices uphold **strict infection control measures, patient safety protocols, and high-quality oral healthcare services**. Given the direct patient interaction and potential risk of infections in dental procedures, accreditation helps dental clinics maintain best practices in **sterilization, instrument handling, and clinical excellence**. Through accreditation, dental clinics can demonstrate their **commitment to high standards, ensuring both patient safety and professional integrity**.

Across all accreditation programmes, MSQH promotes **continuous quality improvement, patient-centered care, and adherence to internationally recognized healthcare standards**. Accredited facilities benefit from **enhanced credibility, improved healthcare outcomes, regulatory compliance, and increased patient trust**. By participating in these accreditation programmes, healthcare providers reinforce their dedication to **excellence in service delivery**, ensuring that Malaysian healthcare remains **safe, efficient, and of the highest quality**.

Overview of the Self-Assessment Tool for the 7th Edition

The **MSQH Self-Assessment Tool for the 7th Edition** is a structured evaluation instrument designed to assist healthcare facilities in **assessing their compliance** with the latest **MSQH Accreditation Standards**. This tool follows a similar framework to the **6th Edition Assessment Tool**, ensuring continuity while incorporating **updated best practices, regulatory changes, and international patient safety guidelines**.

The **Self-Assessment Tool** is an integral component of the accreditation process, allowing hospitals and healthcare providers to **evaluate their performance**, identify gaps, and implement necessary improvements before undergoing an external accreditation survey. It serves as a **quality improvement roadmap**, guiding healthcare facilities toward **enhanced patient safety, clinical effectiveness, and operational excellence**.

The Self-Assessment Tool remains a mandatory requirement for healthcare facilities undergoing accreditation. It provides organizations with a proactive opportunity to identify gaps in compliance, implement necessary corrective actions, and

track improvements over time. By conducting a self-assessment before the formal accreditation survey, facilities can enhance their readiness, mitigate risks, and strengthen patient safety measures.

MSQH aims to transition the assessment process to an interactive, web-based platform and mobile platform allowing facilities to complete their self-assessment online. This digital platform will provide real-time scoring, automated reporting, and integration with hospital quality dashboards, making the assessment process more efficient, data-driven, and user-friendly. The digital tool will also allow for comparative benchmarking, enabling healthcare organizations to track their progress over time and compare their performance against industry standards.

In conclusion, the MSQH Self-Assessment Tool for the 7th Edition builds upon the strengths of the 6th Edition while incorporating modernized healthcare standards, digital innovation, and an enhanced risk-based approach. By utilizing this tool, healthcare providers will be better equipped to maintain compliance, improve patient safety, and drive continuous quality improvement. The 7th Edition represents a progressive step forward in accreditation, ensuring that Malaysia's healthcare facilities remain at the forefront of quality and excellence in patient care.