

Advertisement

Online treatment platform for alcohol use disorder

Centre for Telepsychiatry, Unit of Clinical Alcohol Research, Sundhed.dk, Centre for Innovative Medical Technology and a number of municipalities want to purchase an online treatment platform for alcohol use disorder in connection with the three-year research project 'Blended Treatment for Alcohol Use Disorder – The BLEND-A Study'.

Description of the project

The BLEND-A Study will implement and evaluate a therapist-guided online treatment intervention for alcohol use disorder blended with face-to-face consultations. The blended treatment service will be offered at municipal alcohol treatment centers. BLEND-A will implement an already prepared treatment protocol, developed in the BLEND-A Pilot Study. Technically, the BLEND-A Study will employ a secure and GDPR compliant internet-based treatment platform and provide access to the blended treatment program through the Danish e-Health Portal Sundhed.dk. Sundhed.dk allows access for citizens and health professionals by using their national digital signature (NemID). It's a research project which includes 60-100 clinicians and up to 15 municipalities, and in the case of positive results, has the potential for a large scale implementation.

The project is multisectoral, which means a potential supplier needs to comply with our data security requirements, cf. appendix 1 – the data processing agreement. The contract is made with Centre for Telepsychiatry while the data processor agreements are compiled with the municipalities.

Project Organization

- Centre For Telepsychiatry (contract owner)
- Unit of Clinical Alcohol Research
- Sundhed.dk
- Centre for Innovative Medical Technology
- Alcohol treatment centres in the municipalities

The Platform

The software has to be web-based so the clinicians can use it in collaboration with patients as part of treatment. Therefore the software needs to have two entries, one for the clinicians and one for the patients. The clinicians must be able to follow the process of their patient's inputs while the patient's entry as a minimum must contain a module with text, video, and a questionnaire battery. The system must be flexible with high usability so the clinicians can control questionnaires and content by themselves.

Requirements for the applicant

- The applicant must have at least one reference with proven experience from a similar job.
- The applicant must be able to comply with GDPR legislation, and our data security requirements, cf. appendix 1; Data Processor agreement, Data Processing Instructions, Joint Regional Information Security Policy, Sub Data processor.
- The applicant must specify a budget.

The Online treatment platform must meet the following requirements

Minimum requirements and competition requirements

The requirement specification/solution description uses the following terminology regarding minimum requirements and competition requirements:

Requirements to be met for an application are referred to as minimum requirements.

If one of the minimum requirements is unfulfilled, the offer will be discarded. Neither can alternative solutions that do not meet the minimum requirements be offered. The applicant guarantees that all minimum requirements can be met when submitting offers.

Competition requirements must not be met to participate. Competition requirements can be met completely, partially, or not at all without the offer becoming unconditional. The applicant's account of the degree of fulfilment or possibly way of fulfilling the requirements will be included in our evaluation of the offer. Our evaluation will be made from a scale 0-5 with 5 being "Very satisfactory / meets all Competition requirements and 0 being "The competition requirements are not met or cannot be assessed (e.g. not answered)". The competition requirements weighting are 50 %

Awarding criteria

- The offer must in great extent meet the requirements specification.
- Best price-quality ratio.
- Fast delivery of software.

Award criteria with sub-criteria

The decision of awarding the contract will be made by applying the criterion to the most economically advantageous applicant based on an assessment of the following sub-criteria

Sub-criteria Weighting

- Price 50 %
- Quality and usability 50 %

The contract will be awarded to the bidder who has submitted the most economically advantageous bid in relation to the sub-criteria listed above.

If the price evaluation shows that a bidder has given such a high price that it is not possible to get the contract awarded, despite the maximum points on the qualitative criteria, the offer is rejected as inadmissible.

The table below is thus to confirm that the minimum requirements have been met (all minimum requirements must be answered in the affirmative with YES - tick box).

Minimum requirements	Requirement fulfilled? X= YES
Platforms <ul style="list-style-type: none"> The software must be accessible from web (responsive) and app (iOS, Android) 	
Login <ul style="list-style-type: none"> Login for the clinicians has to be with 2 factors Automatic password update every 3 months and Automatically log out if the user is inactive 	
Module-based software The software must be Module-based, with a minimum requirement for the following: <ul style="list-style-type: none"> Access to CMS, with the ability to insert video, images, sound, and rich-text editing Questionnaire Module* - Single Choice, multiple-choice *Attach a questionnaire module manual with a description of functionalities.	
Individual clinics <ul style="list-style-type: none"> Possibility of creating several clinics with individual user management 	
User platforms <ul style="list-style-type: none"> The software must have two individual entries, one for the clinician and one for the patient. The clinicians must have access to the inputs made from the patient. 	
Time of delivery <ul style="list-style-type: none"> 30-09-2019 	
Competition requirements:	X= YES
Data extraction <ul style="list-style-type: none"> Data extracts in different Formats. Attach List of Possible Formats to Extract 	
Visualizing <ul style="list-style-type: none"> Visualization of the data from the Questionnaire Module. If the software allows visualization, send a short description of the possibilities, e.g. the flexibility of the backend engine of the visualization, Output, average, median etc. Besides, send screenshots of examples of the visualization. 	
Scope of API* <ul style="list-style-type: none"> Sync of users, Extraction of data, Creating and deleting patient profiles, Integration to Electronic patient journal (HL7 standard) etc. *Attach manual of API	

Additional terms

Pricing details

Price per active clinician or patient (We expect 60-100 clinicians)

Possibility of continuous up and downscaling of licenses

Copyright

We have the copyright on the treatment Content

Option

Ongoing contract 12 months

Time of delivery

Latest 30-09-2019

Support, Maintenance and service

- The primary operating time is all days of the year 24/7. The customer has the right to use the system 24 hours a day, every day, all year.
- Minimum uptime of 98% is expected - disregarding operational obstructions as; Customer is responsible, extraneous disturbances outside the Supplier's control (error in data networks, etc.) and agreed service windows.
- At a critical breakdown, response time is expected within 2 hours with follow-up information every hour. For critical breakdowns, accessibility is expected 24/7
- The supplier must provide a staffed service desk, contact center or similarly with 2 and 3 level support during 8.00-16.00 on workdays. Outside of regular opening hours, the supplier must make a hotline available in case of emergency.
- Additional the contract will be based on the suppliers standard license

Liquidated damages

- If the agreed delivery terms are exceeded, the Supplier pays a day-penalty, unless the delay is due to the Customer's circumstances. The fine amounts to 1 per mille of contract sum per. Day. However, all penalty amounts for delays cannot together exceed [10%] of the total contract sum. The liquidated damages are paid weekly after the start of the delay upon written request from the Customer.
- The supplier incurs a penalty if the accessibility percentage is below 98%. For each started percentage, the expected availability is below the agreed uptime; the maintenance fee is reduced by 5% for that period. The total penalty for non-fulfilment of uptime is calculated per. month.
- Each time a service target for response times for a critical breakdown is exceeded, the supplier incurs a penalty which represents 1% of the maintenance fee per excess.

Contact details for further information

Centre for Telepsychiatry, Mental Health Services in the Region of Southern Denmark

Heden 11

5000 Odense C

Contact person:

Head of Department Marie Paldam Folker

Tlf: 2360 6589

mpf@rsyd.dk

Questions received in writing per mail to Marie Paldam Folker; answers will be in writing. The deadline for submitting questions is 09-08-2019

Deadline for offers: 14-08-2019 kl. 16.00 by mail to mpf@rsyd.dk

Address for offers:

Head of Department Marie Paldam Folker

Centre for Telepsychiatry, Mental Health Services in the Region of Southern Denmark

Heden 11

5000 Odense C

E-mail mpf@rsyd.dk