# Spørgsmål og svar 12.08.2019 - Advertisement Online treatment platform for alcohol use disorder.

* **I materialet er der henvist til yderligere bilag – databehandleraftale mv – hvor kan disse dokumenter hentes?**

De er alle uploadet under appendix 1 og der er tale om den regionale basisskabelon for databehandleraftaler.

* **Er der nogle specielle formkrav til besvarelsen? Det være sig både den funktionelle og økonomiske del af besvarelsen. Eksempelvis en ’standardiseret’ måde at aflevere vederlagsopgørelsen på, således at prisevalueringen gøres sammenlignelig?**

I kan anvende et kontraktudkast ud fra jeres standardskabelon for lign platforme. I skal så selvfølgelig indsættes de krav, vi beskriver i annonceringen bl.a at I skal angive et pris pr kliniker eller patient, så vi har mulighed at skalere op og ned. Derudover skal der sendes de vejledninger for API og spørgeskemabatterier vi også efterspørger.

* **Findes der et udkast til en kontrakt?**

Nej, konditioner er beskrevet i annonceringen

* **Er der en samlet økonomisk ramme, som tilbuddet (helst) skal holde sig under?**

Annonceringen er under udbudsgrænsen.

* **Er det korrekt forstået, at kontrakten vil være 3 år + option på 12 måneder ekstra?**

Vi har forskningsbevilling i 3 år og vi ønsker en løbende 12 måneders kontrakt.

* **Der tales om 60-100 klinikere. Hvor mange patienter forventes der?**

Op til 1000 patienter.

* **Kontrakten skal være løbende i 12 måneder. Er det vederlaget for 12 måneders kontraktlængde, der forudsættes værende under udbudsgrænsen eller er det den potentielt samlede periode på 3 år?**

De løbende 12 måneder er valgt med henblik på skaleringspotentialet, da der hen af vejen kan komme flere samarbejdskommuner i projektet, og dermed ikke med udgangspunkt i tærskelværdierne for udbud.

Det sagt, så forventer vi dog stadig ikke at eventuelle tilbud vil nærme sig tærskelværdien på 1.645.367 kr. Hverken for 12 måneder eller den 3 årige periode for 60-100 klinikere. Det vurderer vi ud fra tidligere kontrakter med lignende online behandlingsplatforme og det, at der efterhånden er kommet en god håndfuld softwareudbydere der kan levere i denne produktkategori.

* **Within the table with minimum requirements it is mentioned the password needs to be updated automatically every 3 months. Within “xx” passwords can be changed, but the system doesn’t force the professional to do so. Would this pose a big problem?**

We are required within the organization to reset the password every third month. Technically it is enough with notification of resetting the password. However, in this case, we have set it as a minimum requirement. That does not mean “xx” are unqualified for the tender, but we would like “xx”  to include the price of developing the function as part of the offer, and then we will take it into our decision-making process.

* **The document also states below ‘Support, Maintenance and service’ that at a critical breakdown, response time is expected within 2 hours. In “xx” case this timeframe is set at maximum of 4 hours. In addition, it is stated that the service desk should be available from 08:00-16:00 on workdays, for “xx” this is 09:00 and 17:00. Would above pose a problem?**

Concerning your question about "Support, Maintenance and service" It would not pose a problem, but again It will have some significance in our decision-making process

* **As for the study itself: I was wondering how many patients will be included, if support hours, trainings and such are needed and if extra platforms will be needed?**

We expect up to 1000 patients in the Study period. However, I'm not quite sure what you mean about training and such regarding the patients?

About platforms, the project is in collaboration with several municipalities; therefore, we need separate platforms for each municipality.

* **Lastly, for our current collaboration we have the processor agreement in place but it contains some exceptions from the standard. Would it be possible to use the altered processor agreement in this instance as well?**

Regarding the processor agreement, it is fine that we update our altered processor agreement, the same way as we are doing now with the “xx” project

* **Could you help me with some information, how this tender works? As I read it, it seems as a continuation of the first study that you’ve done with “xx”. We’re we supplied the platform and the Alcohol blended-A treatment under licence. I was under the impression, we could just extend the contract for the future. But maybe a tender is a rule for the municipality funding**.

Because the project goes from a small pilot to a larger project with a number of municipalities, we are under some other rules, which mean we can't just extend the contract. Briefly, this means we have to make a public-sector procurement that in this case, is below the threshold but with a certain cross-border interest from other market providers.

When a software purchase is below the threshold, but with a certain cross-border interest, we can settle for an advertisement like the one we have made on [udbud.dk](http://udbud.dk/)

* **Would you like to issue the same treatment protocol that we provided with the Jellinek or a new one?**

Regarding the treatment protocol, then well use the same.

* **Would it be possible to get an extended deadline?**

We would prefer that we keep the deadline. However, we still hope you'll submit an offer. We do understand that it is a sharp deadline, and therefore we would take an uncompleted offer from you under consideration.

If you within the deadline can submit a "Light offer" which contains a price pr. clinician, clinic or patient depending on your price structure. Some screenshots and description of your platform and a short description to each minimum and competition requirement then we will find it acceptable and take it under consideration. Then we can make a more detailed contract afterwards if we choose you as our supplier.

* **What is the duration of the contract? You refer to a 3-year research project (BLEND-A Study), while you also refer to an ‘ongoing contract 12 months’ under Additional terms/Option.**

We expect the contract to run for three years with a potential for further cooperation if the project has a positive outcome. However, we have chosen to go for an ongoing 12-month contract because we expect more municipalities to be attached to the project on an ongoing basis. Therefore it makes sense to review the contract yearly.

* **XX is an Internet-based software-as-a-service platform, where we price access to XX as an annual subscription on a ‘per patient basis’. Hence, can you please indicate an estimate on the number of patients that is likely to receive treatment annually through the requested platform during the duration of the contract (within the 15 participating municipalities; supported by 60-100 clinicians)?**

We expect up to a 1000 patient in the projects running time

* **We have registered an account on udbud.dk, but there’s no guideline on how to submit an offer, neither any information on the preferred structure of the offer. Should we just submit an offer with a reasonable document structure (appendices) to** **mpf@rsyd.dk****?**

Yes, it’s fine to submit the offer by mail to mpf@rsyd.dk.

* **Regarding ‘population of clinical content’ in the preconfigured platform, would you prefer that we also provide a price estimate for this delivery service (based on previous projects)? Or would you rather prefer to use internal allocated resources on this work, provided that these resources will receive extensive training and consultancy**?

We expect this will be allocated internally, but it will be fine if you could provide a prices estimate based on previous projects

* **Based on available information it’s hard to provide qualified estimates on the development projects (NemID authorization and sundhed.dk integration). Is it still preferable that we also include ‘guesstimates’ (based on previous projects) on these delivery items in the budget?**

At first, guesstimates will be sufficient if you have time for it. These development projects are add-ons, which the steering committee of the project will consider continuously. Therefore it will make sense to negotiate as they come.

* **Can we reply with a blend of both Norwegian and English in our offer? We’ll primarily reply in English, but some screenshots, reference information, etc. might be in Norwegian.**

A blend of Norwegian and English are fine

* **Leder i udelukkende efter en software as a service platform, hvor i køber licens til et eksisterende system som tilpasses jeres behov? Eller vil en bud på en skræddersyet platform, hvor design og bruger-flow og funktioner udvikles præcis til jeres ønsker?**
	1. **Note: Vi kan levere sidstnævnte løsning, til ca. 1/3 del af udbudstærsklen, og i vil i så fald have fuld ejerskab over platformen, og derfor ikke skulle betale licenser på brugerbasis fremadrettet. Derudover vil platformen defineres i samarbejde med jer, og derfor være i fuld overensstemmelse med alle jeres præferencer; herunder fleksible og dynamisk spørgeskemamodul samt datavisualiseringer. Vil dette have interesse?**

En skræddersyet platform med ejerskab, vil som udgangspunkt også have interesse for os, så et tilbud med en sådan løsning vil også tages med i vores overvejelser.

* **Deadlinen for levering d. 30-09-2019 er en smule optimistisk, såfremt I ønsker en custom udviklet løsning med fuldt ejerskab jf. spørgsmål 1. Fastholdes denne til trods for at udbuds deadline er rykket med 14 dage?**

Som udgangspunkt ønsker vi at gå i luften til samme tid, vi er dog klar over at det kan betyde en at man gå i luften med en beta, der stadig er under udvikling, så vi opfordrer stadig at i kommer med tilbud med den nærmeste deadline i kan tilbyde.

* **Ift. ønsket om en ”Questionnaire module manual” så er det jf. spørgsmål 1, ikke muligt at levere en sådan, da systemet ikke er udviklet endnu. Vi kan dog vedhæfte en sides beskrivelse, som eksempel, på et lignende dynamisk spørgeskemamodul vi er ved at udvikle til en dansk kommune. Dvs. et modul hvor brugere selv kan oprette spørgeskemaer, vælge fra en spørgsmålsbank, og lignende. Dvs. et fuldt fleksibelt og dynamisk modul, hvor spørgeskemaer kan tilpasses og oprettes løbende uden ekstern involvering. Vil dette være tilstrækkeligt?**

Hvornår regner i med at udviklingen af den står færdig til den pågældende kommune? Vedhæft gerne beskrivelse i tilbuddet.

* **Ift. ”Scope of API” er der ligesom ved spørgsmål 3. ikke mulighed for at sende en manual til eksisterende API’er, da det afhænger af præcis hvilke funktioner i ønsker at integrere og da systemet skal udvikles efter jeres behov. Vi kan dog sende kodeeksempler på foreslåede funktioner hvis det har interesse? Derudover kan vi via referencer og en beskrivelse af hvordan vi umiddelbart forestiller os brugerflowet, også give eksempler på hvordan sådanne integrationer i praksis vil fungere? Er dette tilstrækkeligt?**

Det er forståeligt, at der ikke kan sendes noget når den er costum build, men send gerne referencer og eksempler, så tager vi det med i vores overvejelser.