ITQ-IMP-0819-375 Outpatient Video Consultation Platform Pilot 2 – G Cloud 11

Quality / Price split: 80 / 20

(H = High Importance L = Low Importance)

Functionality (30% of overall evaluation marks)

(H) Provide a virtual clinic environment delivering 2-way audio and video via a web browser

(H) Must operate in a manner that is compatible with current outpatient clinical workflow

(H) Not retain patient identifiable data

(H) Be easy and intuitive to use

(H) Have the ability to queue multiple service users attending the same clinic

(H) Have the ability to transfer service users

(H) See patients in a secure manner

(H) Have mechanisms for service users to test their capability (camera, microphone, connection speed) to attend a video consultation

(H) Should be efficient in its use of bandwidth and operate adequately in areas of low to moderate bandwidth.

(H) Provide a set of reporting of tools to generate usage reports

(H) Be customisable

(L) Meeting room functionality

Accessibility (10%)

(H) System must be entirely web based and must operate on the Google Chrome browser as a minimum

(H) System must provide full functionality on a smartphone/tablet application with compatibility with a wide range of makes and models (including apple and android).

(H) No downloads or browser plugins required to operate system

(H) No requirement for the service user to create an account or authenticate to use the system.

(H) Be able to set video call quality and bandwidth based on prevailing internet conditions or clinical quality requirements

Scale (10%)

(H) System must be scalable and sustainable

(H) Unlimited use – no restriction on number of users or consultations

(H) Have evidence of successfully being scaled up, with a wide user base covering a range of specialties and organisations.

Availability (5%)

(H) System availability of 99.5% during core operational hours (M-F 8am – 6pm)

(H) System must have processes in place to manage potential system outages

Support (10%)

(H) Available communication with application support via support centre, email & phone during UK office hours Mon- Fri

(H) Online user resource material

(H) Access to a test environment in advance of go-live / free trial

(H) Software maintenance, disaster recovery and business continuity

(H) Provide onboarding and setup support

(H) Programme management support available on request

(H) Train the trainer provision

Security (15%)

(H) Provide a high standard of information security, demonstrated by a relevant accreditation recognised by HMG.

(H) System must provide appropriate levels of call encryption to protect the disclosure of patient identifiable information and ensure confidence in the system

(L) Data hosting within the UK

Price (20%)