

Evaluation criteria (H) = High Importance (L) = Low Importance	Weighting
<i>Technical merit and functional fit 1: Functionality</i>	
<p>(H) Provide a virtual clinic environment delivering 2-way audio and video via a web browser</p> <p>(H) Must operate in a manner that is compatible with current outpatient clinical workflow</p> <p>(H) Not retain patient identifiable data</p> <p>(H) Be easy and intuitive to use</p> <p>(H) Have the ability to queue multiple service users attending the same clinic</p> <p>(H) Have the ability to transfer service users</p> <p>(H) See patients in a secure manner</p> <p>(H) Have mechanisms for service users to test their capability (camera, microphone, connection speed) to attend a video consultation</p> <p>(H) Should be efficient in its use of bandwidth and operate adequately in areas of low to moderate bandwidth.</p> <p>(H) Provide a set of reporting of tools to generate usage reports</p> <p>(H) Be customisable</p> <p>(L) Meeting room functionality</p>	20%
<i>Technical merit and functional fit 2: Accessibility</i>	
<p>(H) System must be entirely web based and must operate on the Google Chrome browser as a minimum</p> <p>(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)</p> <p>(H) No downloads or browser plugins required to operate system</p> <p>(H) No requirement for the service user to create an account or authenticate to use the system</p> <p>(H) Be able to set video call quality and bandwidth based on prevailing internet conditions or clinical quality requirements</p>	5%

<i>Non-functional characteristic: Scale</i>	
<p>(H) System must be scalable to every hospital in England at pace e.g. Licences for on average 100-200 clinicians in each trust</p> <p>(H) System must be sustainable with resilience and load testing protocols in place and run</p> <p>(H) Unlimited use – no restriction on number of patient users or consultations</p> <p>(H) Significant evidence of successfully scale up, with a wide user base covering a range of specialties, organisations and health organisational types (Mental Health, Acute, Community, Primary Care)</p>	25%
<i>Non-functional characteristic: Availability and Support</i>	
<p>(H) System availability of 99.5% during core operational hours (M-F 8am – 6pm)</p> <p>(H) System must have processes in place to manage potential system outages</p> <p>(H) Ability to put in place support arrangements for rapid scale up of provision e.g. technical response to support rapid deployment of the platform, troubleshooting support</p> <p>(H) Available communication with application support via support centre, email & phone during UK office hours Mon- Fri</p> <p>(H) Online user resource material</p> <p>(H) Access to a test environment in advance of go-live</p> <p>(H) Software maintenance, disaster recovery and business continuity</p> <p>(H) Provide onboarding and setup support</p> <p>(H) Programme management support available on request</p> <p>(H) Train the trainer provision</p>	20%
<i>Non-functional characteristic: Security and Clinical Risk Management</i>	
<p>(H) Provide a high standard of information security, demonstrated by a relevant accreditation recognised by HMG.</p> <p>(H) System must provide appropriate levels of call encryption to protect the disclosure of patient identifiable information and ensure confidence in the system</p>	10%

<p>(H) Data processing and hosting within the UK by you and any partners/subcontractors/third parties</p> <p>(H) Meets all mandatory assertions in the Data Security and Protection (DSP) Toolkit. Attaches an DSPT Action Plan if the above completed DSP Toolkit cannot be evidenced.</p> <p>(H) Registered with the Information Commissioner's Office (ICO) and provides Data Protection Registration number</p> <p>(H) Meets NHS Digital's clinical risk management requirements for manufactures of health IT systems or provides evidence of appropriate clinical risk and safety guidance</p> <p>(L) ISO 27001 registered or pending registration with evidenced plan and timeline for registration</p> <p>(L) Cyber Essentials / <i>cyber essentials plus</i></p>	
<i>Price</i>	
Inverse percentage calculation against whole-life costs	20%

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