

Tender – Specifications for WONCA Europe Website 1.2

1 Object of the call

The creation of a website that integrates 8 other websites, offering them full autonomy as to the content. Patient direct access to the information *is out of scope* for the Website project.

2 Client

Stichting WONCA Europe, Poljanski Nasip 58, 1000 Ljubljana, Slovenia

3 Project leader and contact

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4 Legal and regulatory framework

Anyone interested in applying to bid for the tender is welcome. After the selection procedure, the selection of the 2 best final candidates is irrevocable. The 2 best final candidates may then compete to deliver their product as best and fast they can. The second best candidate gets 10% of the award. The best candidate gets 90%. The client may decide to not choose a candidate or to begin another tender when he feels appropriate.

5 Planning

5.1. Tendering process

When the tender goes public, there is a 30-day period for the bidding, ending 1 December 2011 at 12 AM. See the Timetable below.

In a first round we will investigate the offers on their regularity.

More specifically the offers of the bidders will be screened for both their formal as their material regularity.

After the contract talks resulted in a design of agreement, the award process will be completed.

The contract will be closed with Stichting WONCA Europe.

5.2. Durations of the assignment

The duration of the contract is 1 year, with the possibility of prolongation by 1 year, with a 3 months period of renunciation, until the project is finished. We forecast 3 years.

6 Regularity of RFP

6.1. Suspensory conditions

The quotation contains a technical, financial, planning and contract proposal.

An authorised person signs the quote.

The quote provides in a separate Technical and Financial Annex.

The quote provides in a correct price quotation.

The given price should be the Total costs (Both exclusive as including VAT) of all supplied Software and services. It should not be higher than 5000 Eur.

No subcontracting.

The quote is on time.

The quote must be submitted by e-mail in Open Office format or in Word format.

The Technical Compliance should also be synthesised - according to the General price table.

The quote, the Technical Descriptions and the corresponding Documentation are in English.

The tenderer should agree to explain the requested Technical Specifications to be realized according to the given Project time line.

6.2. A tenderer that is not registered in Belgium should add the next official Documents:

a. Certificate of the Commercial Court that shows that the tenderer and subcontractors is not in a state of bankruptcy

b. Updated certificates with respect to the Social security - and - VAT obligations. The quote should point per point (in agreement with the numbering of the requirements) give which technologies according these Requirements are developed and added to the General price quotation.

Each tenderer should add his organizational profile for:

a. Reference to provide 3 ICT achievements, in the last three years.

For each system a short Description of the configuration, the Name of the Customer and the

installation date should be stated.

b. A short description of the History of the Company and number of employees

c. A short overview of the services and competencies that is relevant for this Project.

Each tenderer declares to have the authorisation to use all in the context of this assignment developed items: texts, Software in Binary and in source form - and the full Documentation and the necessary software (Also through external licenses) to the whole work to be done, the used development environment, the Test and acceptance data available to give the client the right to use as owner.

If the above conditions are not met, the client has the right to reject the quote. More in particular the Financial Status of the tenderer must prove the liveability and the economic strength.

If this is considered insufficient the quote will be denied. To provide certainty about the Technical competence the cited references be must be relevant.

Infrastructure

There is no need for an offer for hardware or hosting services.

High-Level Operational concepts

7 Methodological Note

The methodology used is based on general software and systems engineering based on Drupal (first choice) or Joomla with specific focus on capturing the domain knowledge and necessities:

- Functionality MATRIX

From these functional needs, major information flows and business processes have been described. An overall Functionality Matrix provides an additional view on the phasing of the project.

See attached Mindmap and functionality matrix (Excel).

- ARCHITECTURAL CONSIDERATIONS WITH FOCUS ON EXTENDABILITY, SCALABILITY AND PRIVACY.

A resulting high-level architectural design consideration is defined throughout the RFQ.

They also highlight the desired internal structure and inter-operation with service providers.

8 Localization of the WONCA Europe Website in a global context

Multi-stakeholder:

Future enrichment of assisting tools in the context of medical care will consider the Website information as a *user-centric authentic source for all information*. It will hence facilitate collaborative initiatives.

9 The stakeholders

9.1. Networks (8), Working Parties and WESIG's

See attached cmap

Project Governing Bodies

We distinguish three governing bodies for the project:

- the WONCA Europe Executive,
- the Strategic Steering Committee
- a Technical Steering Committee & operations body

9.2. The Website initiative is realized through a program-approach

The Website initiative will be implemented and operated by means of successive projects in close cooperation and governance. Implementing a technical Website solution should be trivial. Effective successes of the Website will primarily depend on the day-to-day operations and motivation of each of the participating stakeholders. Existing cooperation schemes maximize this approach. As a result, the Website initiative will launch – in a first phase - two projects:

1. Transition project

a collection of the information of the 8 networks / working parties

2. Website project

in an on-line consultation of information as an assistance instrument to be used by family doctors in their profession.

10 The Website operational concepts

10.1. Provisioning

10.1.1 The authors provide the Website with information

From an operational point of view, the Website is to be seen as a *facilitating environment* for doctors to share information.

- **Transition Project:** transition of the data by the networks is covered by the Transition project.
- **Website Project:** from the Website project, information is handed over from the Transition project to the Website project.

10.1.2 A defined, evolving and expandable data collection infrastructure will be offered to all authors. To maximize quality rich and effective data provisioning, a common data collection infrastructure is to be foreseen. Throughout the lifespan of the Website, it is expected that the datasets and the codification of the data-elements will evolve. Hence, the Website solution shall cater for supporting these changes in the dataset and codification of the data-elements

10.2 SURVEILLANCE

10.2.1 Reporting: Stakeholders will have a transparent view on the usage and operations on the Website.

Towards the stakeholders, a *full transparency* will be adopted in view of both their *own contribution* as well as the *use of the content*. In summary, *all access* to the Website (data provisioning, data Requests) will be *captured* and all stakeholders will be *reported* on the *operational statistics* of the system.

10.3 User Centric

The user must be able to send in his preferences and how he thinks the Website can be enhanced

10.4 Author Centric

The authors are informed on the data usage

Data can have different stages of validation, until final validation is permitted.

High Level Functional Concepts

11 General functioning of the Website

In general, doctors will consult the following services:

- A repository of the abstracts of conferences with validation cycle
- Yellow pages information on the organisation and all its constituents – who's who – by LinkedIn
- Recordings of performances during conferences – TED / CARL – on VIMEO
- Questionnaires to find one's own blind spots: nPep
- Lessons, on attitude, technique etc
- Computerised clinical decision support
- An encyclopaedia (by a commercial publisher) on everything but general/family practice
- An encyclopaedia on general/family practice
- an exchange facility for young doctors (Vasco da Gama)
- Documentation on general affairs, by-laws and organisational matters

See mind map

It will also be used for registering to and payment for congresses.

Also, for handling the complementary currency issues, like registering the WONCA Coins, WONCA Miles, using them for rewarding or payment, giving them as a present, registering for exclusive opportunities.

Searching will be done by Google.

It will be used for accreditation in the future.

All the authors will have maximum autonomy as to the content they will distribute, in accordance with general rules and regulations set up by WONCA Executive.

12 The Website Business Functions

From a high level perspective, the Website shall provide or use the following functions:

- General Processing Functions/processes

The general process method is KISS: an author proposes content, a validator validates and publishes.

- System functions including

a. Security Functions

to manage access levels by user roles

13 Roles and Responsibilities of the actors in the Website operation

13.1. Authentication needs

operation, interaction to and from the Website system adheres to specific authentication. can be authenticated by user name (=valid e-mail address) and password

The Website Administrator assigns Roles & Functions.

13.2. No patient portal shall be foreseen.

There will be a public page or pages, but access is only for members and guests

14 High-level description of the data flow in the Website

It all starts when an entry has occurred

- a. **The author** of information enters his credentials (username + password, or later: token + PIN) and gets access to a check box menu where he can choose between:
 1. Uploading text, photos
 - a document style page, where he can put the texts, photos that he wants to get uploaded. He can then choose, according to his rights, where to put the information.
 2. Uploading videos
 - he gets redirected to the according page on Vimeo
 3. Subscription to events with/without banking services
 - he gets redirected to a check box page where he can enter his choice of event and then subsequently to a https page for the banking service
- b. **The user** of information enters his credentials after a login procedure (password, token + PIN) and gets access to a home page where he can choose where he wants to go
- c. The validators (editorial board, chapter webmaster, environment treasurer, general webmaster) approve and validate and publish the content

Contract

The tenderer will propose a contract.

Project Timeline

The services of the technical partner shall be offered within the following time-line:

Tendering phase

Publication 1/11/2011

End tender bidding 1/12/2011

Q&A for tenderers 8/12/2011 via an online conference

Final proposal 31/12/2011

Q&A for client 12/1/2012 via an online conference

Decision 18/2/2012

Pilot as best and fast before 30/6/2012

Decision 3/7/2012

Council 3/7/2012

Notification 4-11/7/2012

Contract ends 30/6/2013, unless a prolongation is necessary, under the same terms and conditions.