OPEN CALL FOR TENDER

Telerehabilitation Application DEVELOPMENT

| Technical Application - Template |

User's Guide

[The present template is provided to ensure that applicants provide the minimum required information allowing HI to compare and assess applications. The template <u>can be modified if needed</u> – however, we expect that, at least, the below requested pieces of information will be provided]

Part 1 - Description

[Please provide here description (as detailed as necessary) of what you intend to do in order to achieve the overall objective and deliver the deliverables described in the Terms of Refence and its supporting documents. We suggest detailing the proposal so that it is easy to understand and shows clearly the planned activities, milestones and technical aspects including resources that will be mobilized (include information on the team members who will be involved – number, expertise, previous experience).]

1.1. Objective

[Please summarize the objective shortly and provide short summary why your company would be best to develop the tele-rehabilitation application]

1.2. The scope and deliverables

[Provide overview and mains suggestions related to the scope and deliverables based on ToR and supporting documents. Provide detailed list of features developed for each module/app and summarize issues requiring clarifications, if any]

Part 2 – Technical questions

2.2. Architecture

Please provide diagram/s with necessary explanations of the architecture you propose for the development (include front-end and back-end systems, integration of external services and needed offline features)

2.2. Technical stack (Front-end)

Patient mobile application
a) Propose technical stack including libraries to be used. Justify the selection including mobile software requirements for end-users. Highlight possible compatibility challenges.
b) Clarify mobile app development framework you are planning to use and provide justification for selection.
c)   Explain third party applications you are planning to integrate and provide reason and justification for selection, including security issues.

Therapist web application
a) Shortly comment the 'Markup Language-(HTML)', Style Sheet Language (CSS) and Scripting Language (JavaScript). Explain which front-end frameworks you are planning to use, if any?
b) Additional attention are given to proposals that suggest how integration of 'mobile first' approach be done cost effectively with planned features.

Administrator web application*
Explain as above (therapist web application) but only if planning different technical stack to be used.
No need to consider mobile friendly UI.

2.3 Technical stack (Back-end)

Hosting (back-end stack should be well matched to proposed hosting provider)

a) Propose and provide justification for the selection of cloud service.
b) Explain possible limitation of proposed cloud service and highlight your company and team experience with the service.
c) Please highlight some future opportunities proposed cloud service platform could provide for the application development e.g. integration of analytic tools to get data insights new ways.

Operating system and webserver

Explain which operating system and webserver you are planning to use, justify shortly the selections

Programming language and framework

a) What programming language and framework are you planning to use?

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b) Justify selection and describe your experience with proposed language/s and frameworks

Database

What database do you propose to use and what will be the benefits/disadvantages of it?

2.4 Additional questions/clarification

Performance
Describe how the proposed technical stack will ensure high performance in all levels of system.

Scalability
Describe scalability of the proposed technical stack for:
a) System ability to respond to sudden peaks and changes in number of users and/or data usage
b) System ability to develop new features and integration to other systems
c) Explain the technical details related to adding different languages and how you plan to implement those so that it allows easy and low-cost scaling to different locations.

Security

Describe security standards and protocols including use of different algorithms for different situations (e.g. data transfer, data protection, password encryptions). Provide information of possible known security risks for proposed technologies and suggest how those will be managed.

Compatibility

a) Comment the deployment of system in different cloud platforms
b) Comment on how system could be designed or applied in situations when data needs to be stored in the specific country for legal reasons.

Third party integrations

Describe where and how you will be recommending using third party integration/plug-in (cost saving, already approved solution etc.)

Ease of maintenance

Describe about ease of maintenance from the perspective of development structure, quality of code, documentation or anything that could impact fixing bugs, continuing project during staff changes etc.

Localization

Describe how you would implement localization e.g. different language versions, documentation, new system installations etc.

Product life cycle

How does your technical stack support long life cycle e.g. languages used, development infrastructure etc.

Usability testing

Propose a model or provide roadmap for development and deployment that will enable earliest possible testing with users (especially mobile and therapist apps).

Use of open source frameworks and content management systems

Summarize open source frameworks used. Also, if you plan to build the service or parts of it to some CMS provide in-depth justification for this.

Documentation

Describe how you plan to document the project and how do you ensure that other developers will be able continue development in case this is needed.

GDPR and Data protection

Please comment on GDPR compatibility and propose how main requirements can be integrated cost-effectively

Part 3 - Methodology and project management

[Provide here an introduction to software development methodology and management model you are planning to use. If integrating agile development methodology, please explain what it means in practice related to this project and what would identify relevant milestones. For project management and quality control please highlight your approach]

Part 4 - Schedule

[Provide here an overview of implementation schedule of proposed activities – Gantt Chart, for example. Also, please show in the schedule when you think first user testing could be done, especially with regarding patient mobile application]

Part 5 - Budget

[Please insert/embed here a detailed budget for the proposed activities – Excel sheet.
- *Please separate each module and provide detailed breakdown for different features proposed.*
- *In case of different development cost opportunity, please show these clearly for example as option a) price, option b price, etc.*

humanity
&inclusion

In addition to development costs, provide estimates for running costs such as use of proposed cloud services, integration of third party applications, overall maintenance including security updates etc.]

Part 6 - Expected Support from Project (HI)

[Please provide here information about the support you expect to receive from HI]

Reminder – Selection Criteria

[Technical applications will be assessed based on a series of criteria, among which: Total budget and fees (life cycle); Proposal quality; Past experiences and expertise; Activity description, relevance, planning and timeline; Resources to be mobilized and consultant's expertise.]