

RfP | Community web platform | Procure4Health

November 2022

Health Care Without Harm (HCWH) Europe is seeking fixed-price proposals for a three-year software as a service (SaaS) contract to develop a community web platform for our Procure4Health project.

Background

We are Health Care Without Harm Europe. We exist to create a sustainable healthcare sector. One that does no harm to patients or our planet. One that acts as a catalyst, inspiring action right across society to protect human health and the environment. One that drives change in communities, so people can live more healthily on a healthier planet. www.noharm-europe.org

The Procure4Health project

[The Procure4Health project](#) is a growing community of European Health organisations that actively promote innovation procurement through knowledge sharing and capacity building, networking, and matchmaking. The group identifies common needs and launches joint actions to address them, as well as influencing policy on procurement of innovation.

Project objectives

1. Create a web-based platform for registered users to interact and share information with other users.
2. Establish an active community of practice through which healthcare procurers can network, access knowledge and information, and work together to leverage their collective purchasing power.
3. Promote knowledge exchange between procurers with experience and interest in deploying innovative solutions in health and social care.

HCWH Europe supports the project by creating a network for public and private health procurers and we now seek external support to create a new web platform to mobilise this community through discussions, working groups, and networking events. We are seeking support to create this new community web platform to the following requirements.

Community web platform

Mandatory features (non-exhaustive)

- The platform should allow users to sign up and create a user profile.
- A calendar to share upcoming network events.
- Discussion boards
- User groups
- Video player/embedded video
- Matchmaking tools
- Document/resource library.
- Search function
- Direct messages and notifications
- The platform must comply with privacy regulations, including GDPR

Specific functions (non-exhaustive)

1.1 User profile

- The system must allow users to log into their account by entering their email and password.
- The system must have a 'forgot password' functionality, allowing users to reset their passwords, if needed.
- Possibility to manage two types of accounts (Procurers/Main Access to everything and Community members/ only have access to some sections)
- User data must be secure.

1.2 Document library

- Folder structure
- Search and filter function mentioned in 1.3
- User uploading content can have restricted keywords that return on the search function.

1.3 Search and filter function

- Optimise search function across the platform to facilitate usage, including free text search of posts and by keyword tags.
- It should be possible to use Boolean operators.

1.4 Multilingual functionality

- Integrate full multilingual functionality in all main community languages across all sections the platform or where applicable.

1.5 User upload and download

- Ensure functionality of user content upload and download process (documents, links, projects, events, videos).

1.6 Interactive news feed

- Updated chronologically with new posts.
- Users can engage with posts by commenting, reacting, or resharing posts on their news feed.

1.7 Integration with external platforms

- Redirecting links are clickable and accessible, e.g. LinkedIn profiles, YouTube links in the comment section

1.8 Discussion forums:

- Users can start discussion topics and respond to discussion threads.
- Users can tag other users in mentions and replies and use hashtags for topics, as well as include images or embed videos in the discussion.

1.9 Register for events and courses

- The platform must include a module for the admin to launch registration forms for events and courses, that users can fill out.
- The form fields can be changed by the admin each time that a form is needed - similar to Google forms.
- For users completing a given form, the platform must autofill the information that is already available in the user profile (email, organisation name, etc.) ensuring fast registrations and saving time for the user.
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1.10 Administrator functionality

- The platform must provide an administrator access level.
- The administrator should be able to export the community database, including contact details, in a machine-readable format, e.g. csv.
- The administrator must have its own interface.
- The administration must be able to view and download users' data.
- The administrator must be able to review newly created profiles and perform an assessment to accept or not a new user (specially procurers).

1.11 Survey functionality

- The platform must provide a survey set-up and results analysis (or at least results must be downloadable in xls/csv data formats) functionality per defined working group and the P4H community as a whole

User experience and accessibility

- User-friendly front-end design and development to optimise public use. The solution should guarantee maximum usability. Excellent UX design for ease of use and positive user experience.
- Responsive design, accessible via browsers on desktops, (Windows and Mac), mobile phones, and tablets (Android and iOS)
- Compliant with international accessibility standards, preferably WCAG 2.0/ EN 301 549.

Branding/style

- User-friendly administrator interface for all features
- The platform's visual design should be in line with P4H design and branding guidelines (to be provided).
- The supplier must set up and customise the platform with the P4H corporate identity and specific needs in terms of functionality. *Refer to Annex 2: P4H_Corporate identity manual*

Awarding criteria

- Vendors with customisable market-available platforms that can be deployed quickly will be given a higher rating than companies developing new platforms from scratch.
- The pricing model needs to be constant and independent of altering indicators, e.g. number of active users, numbers of logins, throughout the contract.
- Continued maintenance and support throughout the contract included.

Timeline

The platform should be online by 23 December 2022, ongoing maintenance and design support will continue throughout the contract period (2025).

Vendor selected	November 2022
Platform ready for testing phase	30 November 2022
Testing and administrator training	20 December 2022
Platform online	23 December 2022
Onboarding of current members	15 January 2022
Technical maintenance and support	Throughout the contract (2025)

Expected outputs

We are seeking comprehensive support from concept to delivery of the web platform. We expect the following outputs produced in collaboration with the HCWH Europe team:

- An administrator guide and training
- A functioning web platform
- Ongoing maintenance, security updates, and support throughout the contract period.

Budget

A fixed payment will be made yearly. Our estimated budget for the services is €35,000.

Submit a proposal

Please submit your proposals via email to europa@hcwh.org with the subject line: Procure4Health Web Platform. Deadline: 18 November 2022. Please include in your proposal:

- A detailed timeline for the project
- A breakdown of staff, their skills and, their roles in the project
- An itemised quote in euro (including VAT if applicable)
- A portfolio of previous related work

Please contact afakih@hcwh.org and rilibaud@hcwh.org with any questions.