CALL FOR TENDERS for the design, development, hosting, and maintenance of the SAFEST platform

Questions & Answers

Question1: - In point 2 "TERM OF EXECUTION OF THE CONTRACT". This contract may be extended if the needs of the project are established, and this must be informed to the provider at least 6 months before the end of the contract. The extension will be decided by the contracting authority and will be mandatory for the provider.
It is not indicated under what conditions it can be extended. We are interested in knowing the terms of renewal and if it will be paid and under what conditions.
A1: If the work schedule should face delays in the development of the project for reasons outside the provider responsibility, the schedule of tasks and payments will be reorganized based on the new planning in agreement with the provider and the SAFEST consortium.

Question2: In point 10 "BILLING CONDITIONS"
What are the billing percentages over the total, in each section?
It is not indicated under what conditions it can be extended. We are interested in knowing the terms of renewal and if it will be paid and under what conditions.
A2: The billing percentages are organized as follows:

> February 2023 - **First payment (40%)** upon delivery of the Mock-up and initial proposal of structure of SAFEST platform by the end of January 2023:
> March 2024 - **Second payment (50%)** upon delivery of the Final version of the complete version of the platform by the end of February 2024
> June 2026 – **Third payment (10%)** upon delivery of the extension to 100 hospitals by the end of March 2025 and the maintenance of the platform until the end of project (end of May 2026)

Question3: In the Technical Annex - Platform Section - "1 - SAFEST evidence-based standardized practices", the term Delphi appears, what does it refer to?
A3: Delphi is a methodology that we will use to reach a consensus of the list of standards, this is the task of SAFEST. SAFEST will provide this list that will have to be published on the platform.

Question4: In the Technical Annex - Section of the platform "2 - Self-evaluation tool for hospitals - Training material", the management (creation and edition) of the contents and documents (e.g. Training material or SSPs) who will be in charge of carrying it out? It is not clear if it is our task or SAFEST's.
A4: The management, creation and edition of the materials is the task of SAFEST

Question5: In the Technical Annex - Platform section "2 - Self-evaluation tool for hospitals - Help Desk", who will be in charge of providing this Help Desk service? (Same question for platform section "3 - Self-evaluation tool for patients (Web + Mobile App)")

Question6: In the Technical Annex - Platform section "2 - Self-evaluation tool for hospitals - Help Desk", the text "the researchers (the developers)" appears. Do the developers refer to the provider (us)? (Same question for platform section "3 - Self-evaluation tool for patients (Web + Mobile App)")
A5 & A6: Here we report the replies for the two previous points. The Help desk should have double functionality, on the one hand, it could assist hospitals/patients in filling out surveys and providing data in the event that it is not clear how to do it and what information to report, and in this case it would be SAFEST's task to answer/solve doubts; while on the other hand it could assist users who have technical problems, in this case we thought that the provider

could answer/solve initial doubts and then create a list of questions and answers that SAFEST can later assume.

Question7: In the Technical Annex - Platform section "6 -Benchmarking analysis and monitoring". What does the analysis consist of? Will the analysis be done by SAFEST and will they have to load the data into the system or will we have to implement an algorithm to do it ourselves?
A7: Data loading will always be under the responsibility of SAFEST, but proposals that include the study of automatic data loading formulas, when possible, will be positively valued.
There are two types of analysis:
1) The one that is carried out on the platform: for example, data that is uploaded to the platform to which simple calculations are made (percentages, frequency) and Statistic Control Process. (SAFEST will provide the calculation formulas)
2) Data already analyzed with more complex statistical methods that are uploaded to transform it into graphs.

Question8: The cost of the production and test servers during the duration of the project, who assumes it?
A8: SAFEST will assume the cost of the production and test servers.

Question9: Does the mobile application have to be compatible with the IOS and Android operating systems? Do they have to be native apps for each operating system?
A9: The mobile application needs to be compatible with IOS and Android. Any suggestion about improving the accessibility of the App will be considered positively but it is not a condition for the proposal.