



Expression of Interest

Bendigo Community Health Services

2021

1. Background

1.1 About Bendigo Community Health Services (BCHS)

Established in 1974 and with a strong connection to our community and over 45 years of local health experience, Bendigo Community Health Services understands local health issues and responds to our consumers through a range of services and partnerships.

Bendigo Community Health Services is a not-for-profit community organisation funded through various government health programs, community donations and sponsorships.

With over 230 staff and more than 50 programs, Bendigo Community Health Services works closely with our consumers and local organisations to contribute to the health and wellbeing of our community.

We work with everyone but particularly those who are disadvantaged or vulnerable.

Our services cover family and children, mental health, alcohol and other drugs prevention and withdrawal, refugee settlement, sexual health, women's health, men's health, allied health such as podiatry and diabetes.

Bendigo Community Health Services has a team of understanding, supportive and experienced health care professionals who work in partnership with other health services across central Victoria to deliver the care you need.

More information about BCHS or a full list of services can be found on the website at www.bchs.com.au

1.2 The Opportunity

BCHS is seeking App development services to design and construct a web/app based platform for health screening and virtual delivery of health information and programs.

The overall goal of the App is to provide an online platform for the delivery of Health and Human services programs and content to consumers as an alternative to in person service delivery (in appropriate circumstances). It is envisioned the App will have the ability to create individual health profiles and a database allowing BCHS to target program referrals and interventions to consumer who would most benefit, based on their profile.

The appropriately skilled Application Developer will assist to refine this proposal into a distinct project and ultimately create and maintain a bespoke App (the App) capable of operating on the following platforms

- Web based
- Apple (iOS)
- Android

It is important to BCHS technology strategy the App solution be compatible and integrate with the organisation's overall Microsoft Azure server infrastructure, Microsoft 365 software and applications wherever possible.

1.3 BCHS Aspiration

BCHS envisages the development of a bespoke App as a virtual channel for the delivery of Health and Social Support program content as an alternative to conventional face-to-face service delivery.

BCHS is interested in a modular approach to App development, recognising a number of distinct benefits for service delivery, administration and customer experience. As a guide the following conceptual list is provided to help guide respondents. However, BCHS recognises that it is not an expert in App/software development, and this list is intended as a guide only. BCHS is seeking for respondents to expand on the below as part of the response process, however, itemised costing of all elements will be essential, given funding and ongoing budget requirements.

BCHS envisages an App based around the following elements;

1. Consumer Registration linked to BCHS core clinical system API for direct population of consumer information into Best Practice (clinical) software
2. Secure consumer portal
3. Consumer feedback / survey module
 - a. Including Core Database
 - b. Data mining tools
 - c. Dashboard and de-identifiable reporting
 - d. Analysis and reporting of overall dataset
 - e. Individualised analysis and reporting for consumers of personal profile
4. Outbound information / online presentation module
5. Online Payment Gateway
6. Push notification (to consumers) feature
7. A training module for the delivery of online programs that records consumer completion
8. Workflow capability (to build “pathways” to online resources and referrals)
9. Embedded links to other online tools, such as
 - a. Health Direct (Telehealth platform)
 - b. ACIR and My Health Record (Consumer Information repositories)

Primary perceived benefits of the platform include,

- Development of an online registration form linked to BCHS Consumer Management Systems through software API
- Creation of a secure individual profile of health information that can be recorded for consumers and reviewed by BCHS to link consumers with health interventions based on their profile data
- A two-way platform to receive and record information from consumers and provide information back to consumers in the form of
 - Referrals to services and programs (including online)
 - Presentations, videos, information sheets, training programs
- Link to a consumer training platform that can deliver information modules, include consumer responses to ‘test’ questions and record user completion – including providing a certificate output to users and an ability to generate user completion lists at an administration level.

BCHS currently imagines the following ‘modules’

1. User registration platform
2. Secure user portal
3. Survey Platform / User information capture and recording
4. Online presentation platform (videos, automated (PowerPoint style presentations), static presentations (web-pages), live streaming) – including the ability to restrict content behind a paywall.
5. Online Payment gateway (for purchasable content)
6. In App push notifications and reminders
7. Online training module
8. In app links to key 3rd party consumer information (such as the Australian Immunisation Register, My Gov and My Health Record)

Ability to add/integrate future modules, such as

- Links to fitness / physical activity software outputs (eg. STRAVA, MyFitnessPal)
- Links to personal monitoring and biometric devices (smart watches, home devices Internet of Things etc)

1.4 Services Required

BCHS is seeking to appoint a qualified and experienced App Developer (or Developers). This includes

1. working with BCHS to develop a concept design brief and accurate costing (CAPEX and OPEX) for app development against a staged development budget, and development of a business case for presentation to BCHS Board of Directors to confirm investment in the ongoing development, and
2. construct and manage an App through a modular (staged) development and release approach.

2. Proposal Specifications

Responses to this Expression of Interest must contain the sections and information set out below:

2.1 Organisation

This section should summarise information related to your organisation, including:

- (a) Profile, history, ownership and management structure (please include evidence of appropriate licence, insurance and other regulatory compliance)
- (b) Development philosophy
- (c) Current Apps / Software under management (where disclosable)
- (d) Any potential conflicts of interest.

2.2 Experience

This section should set-out information related to your organisation's experience, including:

- (a) Experience related to comparable clients and Apps developed.
- (b) Experience relating to the development of Apps and ongoing management of Apps for clients, including the size of scope of other Apps/software
- (c) Experience in developing a long-term virtual product against a modular/staged release approach
- (d) Experience in managing consumer data and understanding of privacy and confidentiality as they relate to people's health information in Australia
- (e) Experience with online payment systems and a demonstration of understanding of industry best practice and compliance in managing electronic payments
- (f) Experience integrating with other software producers and software packages for the transfer and integration of consumer information
- (g) Experience developing applications on a wide range of platforms or through a wide range of interfaces, specifically including (but not limited to) Apple iOS, Android and the web.
- (h) Any specific experience in health and wellbeing projects
- (i) Understanding of Health Literacy considerations in the delivery of electronic information to consumers
- (j) Other relevant experience.

2.3 Team

This section should contain information related to:

- (a) Information about the team members who would be involved in the development, including each member's title, role, industry experience and length of time they have been with the organisation
- (b) Other specialist team members (or contractors) specifically engaged to service this project, and
- (c) Access to senior management of your organisation.

2.4 Approach to App / Software Development

Please outline your organisation's approach to App/Software development, including key platforms and packages used, hosting and security approaches and your organisational philosophies as they relate to your customers (BCHS in this case) and software/App end users.

Please also outline the development approach to working with customers in scoping projects of this kind and the approach proposed to work with BCHS to design this concept to a point where a business case can be developed and funding secured for App development.

2.5 Fees

This section should set-out total fee estimates for your services, including all third-party costs (including any sub-contractors / sub-consultants, other service providers).

This section should include an estimate of the cost associated with conceptualising this development based on hourly rate of resources involved in the process and the number of hours to be applied to the project.

2.6 Governance

This section should set out all relevant information on:

- (a) The organisation's governance measures in relation to funds under management, and
- (b) Details of any reportable breaches or enforceable undertaking the organisation may have been subject to over the past five years.
- (c) Confirmation of the organisation's financial viability
- (d) Evidence of that the organisation maintains appropriate professional and product liability insurance

2.7 Value-add activities

This section should summarise any value-add services that can be provide to BCHS regarding the efficient and effective achievement of its objectives.

Activities may include:

- (a) Experience of working with clients who have related or complementary objectives to those of BCHS
- (b) Specific examples of how you may be able to provide further resources and advisory support to BCHS
- (c) How would you report/evidence any such value-add activities to BCHS

2.8 Referees

This section should contain three referees of clients to whom you currently provide services that may be relevant to what is being proposed in this EOI.

2.9 Considerations of the EOI

- (a) Respondents are asked to respond to the requests of the EOI in the order they are made
- (b) Respondents are encouraged to be concise in their response
- (c) Any examples should be attached as separate files
- (d) All respondents must reply by email by the closing date of 26 February 2021
- (e) All details of respondents will remain confidential
- (f) All responses will remain the property of BCHS
- (g) BCHS is not responsible for any costs incurred in the preparation of an EOI response.

3. Submission Details

All details related to the EOI, submission and contact details for further queries are provided below.

Request For Proposal details	
EOI issue date	29 January 2021
Response submission date	26 February 2021
Short-list interview/presentation date	TBA

Submission details	
Response submission date	
Submission representative	
Submission email	
Submission secondary email	

Requests for information or clarification should be directed to the EOI representative below.

Contact details	
EOI representative	Callum Wright
Email	callumwright@bchs.com.au
Phone	0417 688 801