**Pass/Fail Criteria**

|  |  |
| --- | --- |
| **Mobile Solution** | **Can the requirement be met by the proposed solution? Answer “Yes” (pass), “No” (fail)** |
| * The hosted service should be available 24 hours a day 7 days a week. |  |
| * The system must allow a PC client application or web-based solution to run on the iOS platform for remote connection |  |
| **Hospital Based System** | **Can the equipment be met by the proposed solution? Answer “Yes” (pass), “No” (fail)** |
| * The mobile solution camera will be capable of the following resolutions 720p at 30fps, 720p at 60 fps and 1080p at 30 fps at less than 1.8 Mbps. |  |
| * The mobile solution must be capable of operating separate from a mains electrical supply for a period no less than ‘2.5 Hours’ |  |
| * The ‘cart’ must be capable of housing a standard form factor Lenovo PC and have a work surface to accommodate a PC keyboard and mouse, this work surface must be adjustable in height from 0.8m to 1.1m. |  |
| * The mobile solution camera must height adjustable with a height range of 1.5m to 1.8m |  |

|  |  |
| --- | --- |
| **Q1** | **Please provide a schematic of the proposed service.** |
| A1 |  |
| **Q2\*** | **Please provide details of a VaaS solution you have provided to a NHS Healthcare organisation.** |
| A2 |  |
| **Q3** | **The supplier must provide details of the network bandwidth required at both the hospital and remote connection to support the available image resolutions.** |
| A3 |  |
| **Q4** | **The mobile solution will provide a display that is suitable for a clinical environment and all appropriate hygiene requirements.** |
| A4 |  |
| **Q5** | **Please describe and demonstrate how your proposed mobile solution screen will be capable of displaying:**   * **the remote participant’s image,** * **self-image from the cart,** * **PC display simply switchable between PC and video display from the cart.** |
| A5 |  |
| **Q6** | **Please describe and demonstrate how your proposed hospital based system will be capable of delivering sound to be adequately heard by participants in a busy ward environment.** |
| A6 |  |
| **Q7** | **Please provide details of how the hospital based system would support the housing and connection of an NUH Lenovo desktop PC with its keyboard and mouse.** |
| A7 |  |
| **Q8** | **The supplier must provide details of all adjustments available on the hospital based system including camera height.** |
| A8 |  |
| **Q9** | **Please describe your proposed hospital based system high resolution camera and demonstrate that is capable of being fully controlled locally both in terms of direction (pan) and zoom.** |
| A9 |  |
| **Q10** | **Please describe your proposed hospital based system high resolution camera and demonstrate that is capable of being fully controlled remotely both in terms of direction (pan) and zoom.** |
| A10 |  |
| **Q11** | **Please describe how your proposed hospital based system would transmit and receive high resolution video and voice to the PC via the Trusts Wi-Fi network.** |
| A11 |  |
| **Q12** | **Please describe and demonstrate how the mobile service can be accessed remotely from any PC, Apple Mac or iOS device.** |
| A12 |  |
| **Q13\*** | **Please describe how your system allows remote PC connections from any location and any network address without any need for any reconfiguration of client or service.** |
| A13 |  |
| **Q14\*** | **Please describe how the network connection from remote users will be monitored to alert users of any issues that will affect the service.** |
| A14 |  |
| **Q15\*** | **The equipment leaving the hospital and the images being transmitted will need to meet NUH Information Governance requirements. Please describe how they will meet Information Governance requirements** |
| A15 |  |
| **Q16\*** | **Please provide details of all of the support options available for:**   * **system availability** * **on site response** |
| A16 |  |
| **Q17\*** | **Please provide details of all of the support options available for:**   * **system monitoring** |
| A17 |  |
| **Q18\*** | **Please provide details of all of the support options available for:**   * **remote access support** |
| A18 |  |
| **Q19\*** | **Please provide details of all of the support options available for:**   * **hospital based system support** |
| A19 |  |
| **Q20\*** | **Please provide details of all of the support options available for:**   * **service desk access** |
| A20 |  |
| **Q21\*** | **Please provide details of all of the support options available including: • system availability** |
| A21 |  |
| **Q22\*** | **Please provide details of all of the support options available for:**   * **on site response** |
| A22 |  |
| **Q23\*** | **Please describe your model of escalation after performing both telephone and remote support.** |
| A23 |  |
| **Q24\*** | **Please provide details of how you will deliver the solution including but not limited to:**   * **Detailed implementation plan** * **Project timescales** * **Resources** * **Associated risks** * **Mitigated actions** * **On-site training** * **User guides** |
| A24 |  |

For those questions marked with an asterisk “\*”NUH will require the Tenderer to make a formal presentation to the selection panel in support of its tender where requires clarification of the bid