**Preliminary Market survey for procurement of openehr-based health information platform**

**ANNEX 3: Vendor Survey Form**

Barcelona, June 2021

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# Introduction

This form is to be used by vendors within the CatSalut RFI process, preparatory to a procurement of platform-oriented Health IT solution(s) and components for use in the Catalan Health System.

The aims of the survey are to obtain an accurate picture of the state of the supplier industry and of individual products, so as to be able to formulate our procurement stategy appropriately.

The survey scope may go somewhat beyond the current capabilities of some offerings, however we are interested in all responses, and lack of support for certain features is not considered prejudicial to participation in the later procurement process.

The quality of our procurement process heavily depends on the quality of the information provided here; accordingly we ask the respondent to be as accurate as possible.

# Supplier Details

This section is intended to identify the solution supplier and related information. A contact person and details must be provided in order to contact for the presentation of the solution described.

|  |  |
| --- | --- |
|  |  |
| Company Name |  |
| Headquarters address |  |
| Primary business | <please describe the primary business of the company> |
| Number of employees (healthcare IT solutions) | <please indicate number of employees dedicated to healthcare IT solutions part of the business> |
| Contact person name |  |
| Contact person email |  |
| Supplier Type(see Annex 2, section 1) | [ ]  Original developer[ ]  Integrator[ ]  Specialist supplier[ ]  Other (describe) |
| Solution Profile Summary | [ ]  Core platform[ ]  Extended platform[ ]  Related platform components[ ]  Applications[ ]  Application-building facilities[ ]  Data Integration facilities[ ]  Other (describe) |

# Product Functional description

This section is for describing the functionality of the products you describe, and is organised in terms of openEHR and related platform components.

**Please remove sections you do not address. For example, if you are a specialised application supplier, please remove the generic platform-related sections, i.e. section 3.1, 3.2 etc.**

## Core Platform – openEHR specified

|  |  |  |  |
| --- | --- | --- | --- |
| Service | Component | openEHRlatest | Product support |
|  |  |  | **ImplementationmaturityF | D | R | P | N** | **openEHR Versionsupport** | **Notes** |
| **Definitions Service**(templates, AQL queries) |
| **API** | Definitions REST API([ITS-REST](https://specifications.openehr.org/releases/ITS-REST/Release-1.0.2/definitions.html)) | TRIAL1.0.2 |  |  |  |
| **API Data Formats** | ADL 1.4 OPT([ITS-XML](https://specifications.openehr.org/releases/ITS-XML/latest/components/AM/Release-1.4/)) | STABLE2.0.0 |  |  |  |
|  | ADL 2 OPT | DEV |  |  |  |
| **Language** | AQL([QUERY](https://specifications.openehr.org/releases/QUERY/Release-1.0.1/AQL.html)) | STABLE1.0.1 |  |  |  |
| **Features** | Multi-lingual support | - | - |  |  |
| **EHR / CDR Service** |
| **API** | EHR REST API([ITS-REST](https://specifications.openehr.org/releases/ITS-REST/Release-1.0.2/ehr.html)) | TRIAL1.0.2 |  |  |  |
|  | Commit validation & error reporting (HTTP 400, 422) | TRIAL1.0.2 |  |  |  |
| **API Data Formats** | Canonical XML([ITS-XML](https://specifications.openehr.org/releases/ITS-XML/latest/components/RM/Release-1.1.0)) | TRIAL1.1.0 |  |  |  |
|  | Canonical JSON([ITS-JSON](https://specifications.openehr.org/releases/ITS-REST/Release-1.0.2/overview.html#design-considerations-data-representation)) | De facto;DEV (JSON schemas) |  |  |  |
|  | [Simplified Data Format](https://specifications.openehr.org/releases/SM/latest/serial_data_formats.html) / [EhrScape](https://www.ehrscape.com/) /or similar format | DEV;De facto |  |  |  |
|  | Template Document Schema (TDS) / Template Data Document (TDD) | De facto |  |  |  |
| **Info models** | RM – core([RM](https://specifications.openehr.org/releases/RM/Release-1.1.0))* EHR
* Entry types
* Data types
 | STABLE1.1.0 |  |  |  |
|  | RM – Folders([RM](https://specifications.openehr.org/releases/RM/Release-1.1.0)) | STABLE1.1.0 |  |  |  |
|  | RM – Feeder Audit(link to original content)([RM](https://specifications.openehr.org/releases/RM/latest/common.html#_archetyped_package)) | STABLE1.1.0 |  |  |  |
|  | openEHR Terminology([Github XML](https://github.com/openEHR/terminology/blob/master/openEHR_RM/en/openehr_terminology.xml))([TERM component](https://specifications.openehr.org/releases/TERM/Release-2.1.0)) | STABLE2.1.0 |  |  |  |
| **Content** | Core clinical – Basic(sex, DOB etc) | CKM |  |  |  |
|  | Core clinical - [Meds list](https://ckm.openehr.org/ckm/archetypes/1013.1.286) | CKM |  |  |  |
|  | Core clinical - [Problem list](https://ckm.openehr.org/ckm/archetypes/1013.1.4726) | CKM |  |  |  |
|  | Core clinical - [Allergies](https://ckm.openehr.org/ckm/archetypes/1013.1.1713) | CKM |  |  |  |
|  | Core clinical - [Vaccinations](https://ckm.openehr.org/ckm/archetypes/1013.1.1424) | CKM |  |  |  |
|  | Core clinical - Previous procedures | CKM |  |  |  |
|  | Core clinical - [Family history](https://ckm.openehr.org/ckm/archetypes/1013.1.1679) | CKM |  |  |  |
|  | Care team | CKM |  |  |  |
|  | [Care plan](https://ckm.openehr.org/ckm/archetypes/1013.1.1656) | CKM |  |  |  |
|  |  |  |  |  |  |
| **Features** | Full Versioning([Common IM](https://specifications.openehr.org/releases/RM/Release-1.1.0/common.html%22%20%5Cl%20%22_change_control_package)) | STABLE1.1.0 |  |  |  |
|  | Tags([Discourse](https://discourse.openehr.org/t/tags-initial-thoughts-on-rm-representation/547)) | DEV |  |  |  |
|  | Other enhancements |  |  |  |  |
| **Demographics (internal / cache)** |
| **API** | Demographic REST API([SM](https://specifications.openehr.org/releases/SM/latest/openehr_platform.html#_demographic_service)) | PLANNED |  |  |  |
| **App** | Dashboard | - |  |  |  |
| **Info model** | Demographic IM([RM](https://specifications.openehr.org/releases/RM/Release-1.1.0)) | STABLE1.1.0 |  |  |  |
| **AQL Query** |
| **API** | Query REST API([ITS-REST](https://specifications.openehr.org/releases/ITS-REST/Release-1.0.2/query.html)) | TRIAL1.0.2 |  |  |  |
| **Language** | AQL([QUERY](https://specifications.openehr.org/releases/QUERY/Release-1.0.1/AQL.html)) | STABLE1.0.1 |  |  |  |
| **Features** | Parameterised stored queries([ITS-REST](https://specifications.openehr.org/releases/ITS-REST/Release-1.0.2/query.html)) | TRIAL1.0.2 |  |  |  |
|  | FOLDER-based queries |  |  |  |  |
|  | External terminology queries(QUERY 1.1.0; [examples](https://specifications.openehr.org/releases/QUERY/latest/AQL_examples.html#_terminology)) |  |  |  |  |
| **Administration** |
| **API** | API([SM](https://specifications.openehr.org/releases/SM/latest/openehr_platform.html#_admin_service)) |  |  |  |  |
| **App** | Admin function dashboard | - |  |  |  |
|  | Generic data viewer |  |  |  |  |
|  | Performance & load monitor |  |  |  |  |
| **Operations** | Archive EHR |  |  |  |  |
|  | Merge EHRs |  |  |  |  |
|  | Demerge EHRs |  |  |  |  |
|  | EHR delete |  |  |  |  |
|  | EHR content delete |  |  |  |  |
|  | Party delete |  |  |  |  |
|  | Export EHR DB (platform-independent dump) |  |  |  |  |
|  | Provision EHR DB (platform-independent load) |  |  |  |  |
|  | ETL based on AQL or other extract config |  |  |  |  |
|  | Export system config |  |  |  |  |
|  | Load system config (e.g. from test 🡪 prod) |  |  |  |  |
| **EHR Dump/Load (incl. demographics where applicable)** |
| **Data format** | openEHR RM XSD([ITS-XML](https://specifications.openehr.org/releases/ITS-XML/Release-2.0.0)) | TRIAL2.0.0 |  |  |  |
|  | openEHR RM JSON([JSON-schema](https://specifications.openehr.org/releases/ITS-JSON/latest) compliant) | DEV1.x |  |  |  |

### Info Consent and Privacy

Please describe product expected support for achieving privacy measures such as:

* Distinguishing ‘sensitive’ clinical content, e.g. mental & sexual health such that it is not routinely visible where not relevant;
* Obtaining, representing and updating info-consent of the subject for use and sharing of record content;
* Fine-grained content-based access control.

|  |  |
| --- | --- |
|  | **Info Consent and Privacy** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support(P = proprietary): |  |
| **Description** | <description here> |

## Extended Platform

The components described in this section are a mixture based on openEHR and other (e.g. IHE) specifications, and are expected to be closely integrated with the openEHR components as an essential part of the core platform functionality.

### openEHR-specified

|  |  |  |  |
| --- | --- | --- | --- |
| Service | Component | openEHRlatest | Product support |
|  |  |  | **ImplementationmaturityF | D | R | P | N** | **openEHR Versionsupport** | **Notes** |
| **EHR Extract** |
| **API** | API | PLANNED |  |  |  |
| **App** | Dashboard | - |  |  |  |
| **Info Model** | RM EHR openEHR Extract([RM](https://specifications.openehr.org/releases/RM/Release-1.1.0/ehr_extract.html)) | STABLE1.1.0 |  |  |  |
|  | RM EHR Generic Extract([RM](https://specifications.openehr.org/releases/RM/Release-1.1.0/ehr_extract.html#_generic_extract_package)) | STABLE1.1.0 |  |  |  |
|  | RM EHR Sync Extract ([RM](https://specifications.openehr.org/releases/RM/Release-1.1.0/ehr_extract.html#_synchronisation_extracts)) | STABLE1.1.0 |  |  |  |
| **Features** | EHR/EHR synchronisation, e.g. between shared EHR and EMR. | - |  |  |  |
|  | Output selected EHR content to ISO 13606 format, or close. | - |  |  |  |

### Identity and Access Management (IAM)

Please indicate product expected support for authentication and access control, including features such as:

* Authentication methods;
* SSO support;
* Role definition;
* Authorisation methods, RBAC, ABAC, time-based, other;
* Policies: access based on existing care relationship; emergency access;
* Connection to existing MPI.

|  |  |
| --- | --- |
|  | **Identity and Access Management (IAM)** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support (P = proprietary): |  |
| **Description** | <description here> |

### EHR / Demographic Separation

Please indicate product expected support for achieving security measures relating to identifiability of subject via EHR (i.e. in case of hacking, inappropriate access etc). These might include:

* Use of EHR id only in EHRs, i.e. no subject identifiers;
* Use of a EHR id / Subject id cross-reference service.

Please indicate how to determine which EHR relates to a given subject.

|  |  |
| --- | --- |
|  | **EHR / Demographic Separation** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support (P = proprietary): |  |
| **Description** | <description here> |

### EHR Archiving

EHR archiving is used to store records no longer part of the active population, e.g. for patients who are deceased, moved abroad etc. Archived records are normally compressed, stored on lower performance media. However, they should remain available for some kinds of access and querying based on minimal meta-data.

Please describe product expected support for EHR archiving.

|  |  |
| --- | --- |
|  | **EHR Archiving** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support (P = proprietary): |  |
| **Description** | <description here> |

### ECA Rules, CDS Hooks, Notifications

Please describe product expected support for defining Event-Condition-Action (ECA) rules or similar that will trigger on specific API operations, such as open record, commit or read, with specific content, e.g. a Composition containing a positive Covid diagnosis, lab result with MRSA positive result etc. Other possible uses include triggering Clinical Decision Support (CDS) for specific patients. Describe what actions are going to be possible, e.g. to generate notifications to external applications, users etc.

|  |  |
| --- | --- |
|  | **ECA Rules, CDS Hooks, Notifications** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support (P = proprietary): |  |
| **Description** | <description here> |

## Platform Environment – Related Components

Platform components that *might be* supplied as part of the vendor proposal, and/or for which the product has a standard integration.

### Terminology Facilities

Please describe product expected support for a Terminology Service, either via integration with a 3rd-party product, or as part of the main product. Include any of the following details relevant to your product’s expected support for terminology.

* API
* Meta-model
* Managing provisioning from source deliveries
* Version management
* Admin dashboard
* Subset definition and maintenance
* Language support

|  |  |
| --- | --- |
|  | **Terminology Facilities** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support (P = proprietary): |  |
| **Description** | <description here> |

###

### System Log

The System Log is an important platform component with which any or all user interactions with the system are logged, including reads, writes, deletes, querying etc. It supports medico-legal and GDPR (privacy) needs.

Please describe product expected support for System Log, either via integration with a 3rd-party product, or as part of the main product. API

* Record definition
* Querying & reporting
* Security
* Dashboard

|  |  |
| --- | --- |
|  | **System Log** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support (P = proprietary): |  |
| **Description** | <description here> |

### EHR/EMR Synchronisation

Synchronisation between acute setting EMR systems and the catalan EHR is important for patient safety and accuracy in care, and relies on synchronisation of e.g. medications list, allergies list, problem list, care plan, procedures performed, recent lab results etc.

Please describe the architectural approach within the product or on the roadmap for EHR/EMR synchronisation.

|  |  |
| --- | --- |
|  | **EHR / EMR Synchronisation** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support (P = proprietary): |  |
| **Description** | <description here> |

### Extended Querying

Please describe product expected support for querying beyond standard openEHR AQL, potentially including:

* Other query languages;
* Free text search;
* Tag- or keyword-based search;
* Direct DB access.

|  |  |
| --- | --- |
|  | **Extended Querying** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support (P = proprietary): |  |
| **Description** | <description here> |

### Extract / Transform / Load (ETL)

Please describe product expected support for ETL, including:

* Ability to define specific ETL definitions, e.g. using AQL etc;
* Support for any standardised output formats.

|  |  |
| --- | --- |
|  | **Extract / Transform / Load (ETL)** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support(P = proprietary): |  |
| **Description** | <description here> |

### Booking / Scheduling Integration

Please describe any product expected support for integration with booking and scheduling systems, for example to address the following scenario:

* A request for a booking for procedure xxx for patient yyy during time period T (e.g. next 2 months or so) is recorded in the EHR; this request creates a notification to an admin system to launch a new booking request workflow, which will cause admin staff and/or systems (e.g. automated SMS system) to contact the patient to agree the booking details. When a booking is complete, the admin system might write something back to the EHR.

|  |  |
| --- | --- |
|  | **Booking / Scheduling Integration** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** support (P = proprietary): |  |
| **Description** | <description here> |

## Applications

Please describe applications that you include or are planning to include in your proposal to extend the platform capabilities.

### General

Describe support for generic capabilities, including:

* Language switching between 2 or more languages, on a per-user basis;
* Application technology, i.e. generic web; native platform, etc;
* Accessibility support, including for sight-impaired, colour-blindness etc.

|  |  |
| --- | --- |
|  | **Applications - general** |
| **Description** | <description here> |

### Professional Portal

Please describe any healthcare professional general purpose portal for working with patient records in the absence of specific applications.

|  |  |
| --- | --- |
|  | **Professional Portal** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Description** | <description here> |

### Patient Portal

Please describe any general purpose portal for use by patients or their non-professional representatives / guardians etc.

|  |  |
| --- | --- |
|  | **Patient Portal** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Description** | <description here> |

### openEHR GDL2

Please describe expected support within your product for using [GDL2 CDS guidelines](https://www.openehr.org/gdl) or enabling 3rd party supplied implementations to run. This might include:

* ECA / CDS hooks connection to main platform.

|  |  |
| --- | --- |
|  | **GDL2** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Description** | <description here> |

### openEHR Task Planning & Decision Language

openEHR Task Planning enables representation of plans / workflows as used in Clinical Practice Guidelines (CPGs). The Decision Language is in development, and is aimed at supporting sophisticated CPG rules integrated with CPG plans. For reference, see:

* [CDS, Guidelines and Planning Overview](https://specifications.openehr.org/releases/PROC/latest/overview.html)
* [PROC specifications](https://specifications.openehr.org/releases/PROC/latest/overview.html), including TP, DL
* [Examples](https://specifications.openehr.org/releases/PROC/latest/process_examples.html).

Please describe any level of expected support, or intended support for TP/DL in your product.

|  |  |
| --- | --- |
|  | **openEHR Task Planning & Decision Language** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Standard & version** implemented (P = proprietary): |  |
| **Description** | <description here> |

### Other Application #1

Please describe other openEHR-platform based applications here.

**Please copy and paste this section and table for each other openEHR-based application.**

|  |  |
| --- | --- |
|  | **Application <xxxx>** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Description** | <description here> |

## Reporting

Please describe facilities to be provided in your product for creating reports based on openEHR clinical and related data, including (as relevant):

* How report data are defined, including facilities for aggregation etc;
* How report definitions are managed, versioned etc.

|  |  |
| --- | --- |
|  | **Reporting** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Description** | <description here> |

## Application Development Facilities

Please describe expected support in your product for building of applications using tools, for use by staff with basic to medium IT skills, i.e. so-called low-code application development. Please describe any software development kit (SDK), tooling environment etc.

|  |  |
| --- | --- |
|  | **Application Development Facilities** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Description** | <description here> |

## Data Integration Facilities

Please describe expected support in your product for *developing* new data integrations to connect to both standards-based (e.g. HL7v2, HL7 FHIR, IHE, etc) and proprietary interfaces for systems such as lab results, imaging reports and results, prescriptions, etc, including:

* Use of openEHR archetypes, templates, etc
* Use of dedicated tools, including integration mapping tools,
* Use of integration engine products
* The general development cost characteristic, i.e. whether each new message / resource creates the same amount of work or whether optimisations are available e.g. based on use of terminology or other generic means.

Note: this section relates to common data-oriented integrations, e.g. HL7v2 messages, FHIR resources etc, not one-time integrations to specific systems such as terminology, drug databases, national summary record etc.

|  |  |
| --- | --- |
|  | **Data Integration Facilities** |
| **Implementation maturity** (F | D | R | P | N):  |  |
| **Description** | <description here> |

# Critical attributes - Platform

|  |  |  |
| --- | --- | --- |
| Req | Item | Product Expected Support |
| **General** |
|  | Localisation and internacionalization |  |
|  | Internationalisation (i18n) |  |
| **Capacity**(known tested, within performance envelope) |
| **Primary data entities** | Nr. EHRs - production(ave size N Compositions) |  |
|  | Nr. EHRs - archive(ave size N Compositions) |  |
|  | Nr. Demographic entities |  |
| **Users** | Nr registered users |  |
|  | Max simultaneous logged on users |  |
| **Performance** |
| **Latency** | Time to log in user |  |
|  | Time to retrieve EHR based on subject id |  |
|  | Time to retrieve EHR based on name search |  |
|  | Time to retrieve common data, e.g. Meds list |  |
| **Transaction rates** | Import, convert & commit, e.g. lab results |  |
| **Prioritisation** | Separation of point of care access from query and report |  |
| **Scalability**Capability and method to scale … |
|  | Patients / citizens to 10,000,000 |  |
|  | Facilities / sites / clinics to LIMIT |  |
|  | Registered clinical users to LIMIT |  |
|  | Simultaneous online users to LIMIT |  |
|  | OPTs to LIMIT |  |
|  | Import transactions to LIMIT |  |
|  | Reports to LIMIT |  |
| **Availability** |
|  | Tested, what user load |  |
| **Disaster Recovery** |
|  | Re-apply lost transactions from backup |  |
|  | Reload complete DB from backup |  |
|  | Re-install complete system, config & provision DB |  |
| **Other quality factors** |
|  | Product support (SLA type) for own products and other suppliers |  |
|  | Other (detail) |  |

# Technology platform

The solution will be deployed on a virtualised platform within a cloud environment. Please describe the technology platform(s) supported by your product(s).

|  |  |  |
| --- | --- | --- |
| Req | Item | Product Expected Support |
| **Overview** |
| **Schema and general description of the Technology platform**<response here> |
| **Architecture patterns on order to decouple component, vertical and horizontal scalation , integration methods and security management (i.e.IAM, encrypt)**<response here> |
| **Architecture operation: monitoring, backups, observability, logs management, etc**<response here> |
| **Deployment Platform** |
| **Back-end Platform** | OS (tested) |  |
|  | DB (tested) |  |
|  | App servers / framework | <e.g. JVM, .Net, Tomcat, Apache, …> |
|  | Containerisation | <e.g. docker etc> |
| **Middleware**  | Enterprise service bus (ESB) |  |
|  | Integration engine (IE) |  |
| **Applications** | OS (tested) | <e.g. JVM, Native (Mac OSX, Apple IOS, MS Windows, Linux, Android) etc> |
|  | Browser (tested) | <e.g. Chrome, Firefox, Safari, MS Edge, MS IE, Other> |
|  | Devices (tested) | <e.g. large screen, desktop/laptop, tablet, smartphone, smartwatch, special > |
|  | Supported SSO |  |
| **Deployment Architecture** |
| **Platform instantiation** | Multi-tenancy | <describe how the product is going to be deployed with respect to regional, institutional or other logical divisions that represent independent domains in the data and/or application environment. This should describe which components are going to be deployed as replicated instances, what is shared (e.g. reference data, MPI access, terminology etc) and how changes are handled, e.g. if two institutions are merged> |
|  | Distribution / Federation model | <describe any expected support for federation of logically separated platform instances, e.g. for identifiers, users, querying, content etc> |
| **Server / network Configuration per instance** | Typical logical server architecture | <app / DB / security etc server arrangement (virtualised)> |
|  | Hardware persistence requirement |  |
| **Other** |
|  | Advanced container orchestration platforms Integration capability. Specifically, openshift |  |
|  | Distribution and federation |  |
|  | Software Development Technology | <indicate software development technology for the platform, e.g. Java 8, .Net 4.x, PHP etc> |
|  | Dependencies | <list specific required services/applications beyond OS / DB for your product to function> |

# Deployment history

Provide an indication of major customer deployments to date, if any, and a description of what was deployed. This may include systems not yet delivered, but which have been contracted.

Experience on product/elements to be integrated in the platform should be presented. Expected elements/function development and integration roadmap should be presented in the next section.

NOTE: For each deployment, please copy and paste the following section heading and table.

## Deployment #1

|  |
| --- |
| **Deployment: <name>** |
| **Setting** | <response here, e.g. National | Region | City | Large Hospital | Hospital | General practice | Insurance | HMO | Telehealth | Other > |
| **Institutional contact information** | <response: provide current contact information within procuring organisation> |
| **Indicative Metrics** | <response here, e.g. #beds, #patients, #clinicians, #transactions etc> |
| **Deployment Date** | <response here> |
| **Primary Functions** | <response here – e.g. summary EHR, mental health record, e-prescribing> |
| **Description** | <response here> |

# Product and component development Roadmap

In this section, the vendor may provide a roadmap for future development of the product(s) likely to be relevant to this procurement, which may include:

* Planned upgrades to existing components, for example to a later release of the openEHR Reference Model (RM);
* Planned implementation of further openEHR platform services or other features;
* Planned implementation of related services;
* Planned applications;
* Planned tools.
* Partnership policy and “customer voice” channel proposal

Ideally, approximate delivery times will be provided.

|  |  |
| --- | --- |
| **Item** | **Product Development Roadmap** |
| **Platform** | <response here> |
| **Applications** | <response here> |
| **Application Development** | <response here> |
| **Other elements** | <response here> |
| **Partnership and customer voice policy** | <response here> |
| **Update and backward version compatibility policies** | <response here> |

# Conformance and certification

This section is used to document formal conformance claims the vendor makes or plan to make for the product for functional and/or performance attributes, and how these have been or are going to be established.

Conformance and certification may include any of the following:

* openEHR-related conformance
* other Health IT standards conformance, e.g. HL7 v2, FHIR, IHE, DICOM, OMG, etc
* CE-marking
* Medical Device Regulation (MDR)
* Medical Devices Directive (MDD) 93/42/EE
* GDPR

|  |  |
| --- | --- |
| **Item** | **Conformance claim & method** |
| **<Item #1>** | <response here> |
| **<Item #2>** | <response here> |
| **<Item #3>** | <response here> |
| **<Item #4>** | <response here> |

# Licensing, pricing and Source Code Status

Please describe the *default* licence, price model (e.g. per deployment, per record etc) and source code status, current and/or future, of the main components of your offering, or its major parts, if different licenses apply to different parts of the product. Should be included information related to third party elements included in the proposal indicating if the licencing can be managed by the vendor.

A price estimation should be presented splitting:

* Licence cost
* Start-up cost
* Recurring cost (support, maintenance,…)

Considering the following scenarios:

* 2 million patients
* 7 million patients
* 40K users (professionals) and access availability to all patients in case of per user licensing

|  |  |
| --- | --- |
| **Item** | **Licensing, validity period, pricing and Source Code Status** |
| **<Item #1>** | <response here> |
| **<Item #2>** | <response here> |
| **<Item #3>** | <response here> |
| **<Item #4>** | <response here> |