



Request for Proposals (RFP)

MVH-2024-01 – Systems Upgrade for Medicuro Virtual Health

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1.0 – Definitions

In addition to those terms defined elsewhere in this document, the following terms as recited in this document are defined as set out below:

- (a) **Medicuro** – Medicuro Virtual Health PMC Inc.
- (b) **User** – End user or patient of the Medicuro platform
- (c) **Admins** – Medicuro’s administrative team
- (d) **OS** – Operating system; the software that supports a computing device’s basic functionality
- (e) **iOS** – An OS for mobile devices, developed by Apple Inc.
- (f) **Android** – An open-source OS for mobile devices, primarily developed by Google LLC
- (g) **App/Application** – Software application developed for a desktop or mobile device

2.0 – About Medicuro

Medicuro is a virtual medical clinic, the first of its kind in Newfoundland and Labrador. The company’s success is deeply rooted in its ability to provide local, immediate, secure, and efficient virtual healthcare to people throughout the province. Medicuro’s 30-plus physician partners treat thousands of patients each month. Since its inception in 2017, the clinic has become an integral part of the healthcare system in the province, alleviating pressure on emergency rooms and providing a trusted place for orphan patients to come for care.

Medicuro’s innovative approach is self-sufficient. All our partners and staff are located here in Newfoundland and Labrador, and are acutely aware of the medical needs of those in this province, especially in underserved areas.

3.0 – Project Scope

This RFP is being undertaken to support Medicuro with its system upgrades. This project will consist of the development of one mobile application (iOS and Android) and two websites:

1. Medicuro mobile app
2. User website
3. Admin web portal

Please note the following:

- All three products must be interoperable
- There must be feature parity between the app and user website
- This project must be compliant with all legislative requirements within serviced jurisdictions, including but not limited to the [*Personal Information Protection and Electronic Documents Act \(PIPEDA\)*](#) and the [*Copyright Act*](#)
 - Serviced jurisdictions currently include Newfoundland & Labrador (some services offered in Ontario)

3.1 – Medicuro Mobile App

Medicuro is seeking the development of a new iOS and Android application for users to interact with the Medicuro platform. This app must be interoperable with both the user website and admin web portal as outlined in this document.

Through this app, the user should be able to:

1. Create an account (email and password)
 - a. Restrict account creation to those in locations that are serviced by Medicuro
 - b. Securely store their personal information
 - i. Email address, phone number, date of birth, MCP number and expiration date, home address, preferred pharmacy
 - c. Delete their account and any stored data
2. Request and cancel appointments
3. View their appointment history, including the name of the attending physician
4. Receive push notifications to their mobile device with service updates, appointment updates, and reminders
 - a. Opt-in SMS and email notifications
5. Secure file transfers between users and clinical staff

3.2 – User Website

Medicuro is seeking the development of a new user website for users to interact with the Medicuro platform. This website must be interoperable with both the mobile app and admin web portal as outlined in this document.

Through this website, the user should be able to:

1. Create an account (email and password)
 - a. Restrict account creation to those in locations that are serviced by Medicuro
 - b. Securely store their personal information
 - i. Email address, phone number, date of birth, MCP number and expiration date, home address, preferred pharmacy
 - c. Delete their account and any stored data
2. Request and cancel appointments
3. View their appointment history, including the name of the attending physician
4. Receive opt-in desktop, SMS, and email notifications with service updates, appointment updates, and reminders
5. Receive a prompt to download the Medicuro mobile app
6. Secure file transfers between users and clinical staff

3.3 – Admin Web Portal

Medicuro is seeking the development of a new admin-facing web portal for Medicuro’s administrative team. This web portal must be interoperable with both the mobile app and user website as outlined in this document. There should be a portal for both low-privilege and high-privilege employees.

3.3.1 – Low Privilege

The purpose of this web portal will be to provide Medicuro’s administration team with an effective interface to perform the following:

1. Create, edit, and delete user appointments
2. Communicate with users and send push notifications
3. Encrypted file transfers with users

3.3.2 – High Privilege

The purpose of this web portal will be to provide Medicuro’s high-privilege staff (administrators) with an effective interface to perform the following:

1. Create, delete, and edit user accounts
 - a. Account suspensions and bans
2. Create, delete, and edit Medicuro staff accounts and permissions
3. Ability to post files publicly to the app and user websites
4. Push notifications to users such as service updates, appointment availability, etc.
5. Ability to push changes to the app and user website

4.0 – Intellectual Property Assignment

Any intellectual property that is developed for the project, including but not limited to the copyright of the developed software, will be the property of Medicuro.

5.0 – Governing law and Arbitration Clause

Any shall be governed by and construed in accordance with the laws of Newfoundland and Labrador, and the federal laws of Canada applicable therein. All claims and disputes arising under or relating to this RFP are to be settled by binding arbitration in the province of Newfoundland and Labrador, or another location mutually agreeable to the parties.

6.0 – Damages

Medicuro, its affiliates, or any of their respective directors, officers, employees, agents, or service providers will not be liable for any costs associated with preparing a proposal or any lost revenues.