Ministry of Health,
Welfare and Sport

Invitation for smart digital solutions for corona

Objectives

We are currently preparing for the next phase of the intelligent lockdown that we are in. The Outbreak Management Team (OMT) has recently issued a recommendation regarding the conditions for the transition to the next phase.

On 6 April 2020, the Outbreak Management Team (OMT) advised to start exploring methods of using mobile applications to support source and contact tracing as soon as possible in order to alleviate the workload of the Municipal Health Services (GGD). This was done in light of the transition strategy for the next phase. The OMT has indicated a preference for a population-based approach using techniques that safeguard the privacy of end users in accordance with the GDPR legislation (see e.g. the recent PEPP-PT initiative).
In addition to this recommendation from the OMT, we also see regional initiatives centred around providing remote assistance to people with symptoms in self-isolation in order to reduce the pressure on the healthcare sector and make it possible to determine via self-monitoring if and when more intensive care is needed.

The purpose of this invitation is to solicit proposals for:

- Smart digital solutions, such as apps, that can contribute to source and contact tracing, which are subject to strict requirements with regard to e.g. rapid availability, privacy and data security
- Smart digital solutions, such as apps, that can contribute to self-monitoring and remote assistance, which are subject to strict requirements with regard to e.g. rapid availability, privacy and data security
- Miscellaneous digital solutions, such as apps, that can contribute to the transition strategy
- Preliminary conditions under which digital solutions can be deployed (with regard to technology, substance, operation, implementation, privacy and data security)

The Ministry of Health, Welfare and Sports (hereinafter: MoH) is sending out this invitation in order to acquire definitive information with regard to possible smart digital solutions for source and contact tracing and for self-monitoring and remote assistance. Furthermore, MoH wants to develop an overview of other possible solutions that the market can offer for the purposes of managing the corona crisis and which can contribute to the transition out of the intelligent lockdown. This is done in accordance with the OMT's recommendation.

The use of smart digitisation can contribute to the transition strategy. MoH wants to be as certain as possible that there is sufficient awareness of all possible solutions, without compromising the necessary urgency of the situation. It has therefore been decided to send out a broad invitation with a very short response time. MoH can then use the information it has gathered to make a decision in a short period of time and to the best of its ability regarding the possible deployment of smart digital solutions to help manage the corona crisis and transition to the next phase of the intelligent lockdown. In accordance with the negotiation procedure, possible projects to make solutions available will be

awarded without prior notification due to the extreme urgency of the situation. MoH may also decide not to award any projects if this turns out not to be necessary.

Contact research

The goal of contact research with regard to a COVID-19 patient - carried out by the Municipal Health Service - is to inform contacts of the patient in question and remind them of the importance of proper hygiene and staying at home if they have any symptoms themselves. This is particularly important for people with an elevated risk of a more severe disease progression.

More information about how the Municipal Health Services conduct contact research in the event of an infectious disease crisis can be found in the "generic playbook (management infectious disease crises)" of the National Centre for Infectious Disease Control, under paragraph 6.2 "Contact research." This paragraph includes a reference to the document "Contact assessment and registration form" which specifies what data the Municipal Health Services gather during the current analogue execution of contact research with regard to a COVID-19 patient. A digital solution is intended to support this existing process.

This video on the website of the National Institute for Public Health and the Environment illustrates how contact research is conducted.

Procedure

The market is asked to submit a written response to the questions included in Appendix 1.

Submit your written response as follows:

- Save Appendix 1 on your computer and change the file name to: <Name of your organisation>
- Fill out the form as well and as completely as possible.
- Generate an email message and include the following in the subject line: <Name of your organisation>
- Attach your completed form to the email message.
- Submit the email message to: covid19-app@minvws.nl

Do so no later than **12:00 on Tuesday 14 April 2020**.

Planning

The planning for this invitation is as follows:

- publication of questions for the market: 11 April 2020;
- answers to the questions received: **no later than 14 April 2020 at 12:00;**
- reviewing answers: 14 to 16 April 2020;
- if it is decided to award one or more projects:
    - Notifying invited market parties about the follow-up process: 16 April 2020

You will not be notified if your solution is not selected.

Description of need

MoH is looking for proposals from parties for:

a) Smart digital solutions that can assist with source and contact tracing, in addition to the source and contact tracing activities conducted by Municipal Health Services

b) Smart digital solutions that can assist with self-monitoring and remote assistance

c) Other possible digital solutions that can contribute to the transition strategy

d) Preliminary conditions under which such digital solutions can be deployed (with regard to technology, substance, operation, implementation, privacy and data security)

Requirements for the proposals

The ad-hoc coalition "Safe against Corona"[1] has called for compliance with requirements pertaining to e.g. privacy and data security. These aspects, among others, are inherent in the requirements that the solution has to meet.

Specific requirements for solutions for source and contact tracing

- The current process of source and contact tracing serves as the principle for support (REFF)
- It is not and will never become possible to trace back the data that are processed to individuals
- Furthermore, it must be impossible to use the data that are collected by the solution to deanonymise users
- The solution stores as little data as possible for the shortest possible period of time
- Solutions can be installed and removed with the user's consent
- Data may only be processed or shared in the event of a) contact or source research as referred to in article 6 of the Public Health Act or b) consent from the user
- Data that leave the device must in no way reveal anything about the user's travel behaviour, times, locations or social network
- The solution must keep false positives to a minimum
- By definition, the use of the application is temporary in nature.
- The solution must take developments with regard to smart digital solutions in other EU member states (particularly in the border regions) into account as much as possible, in order to possibly facilitate cross-border interoperability in the future

[1] Made up of, among others, the Consumer Association, Privacy & Identity Lab, Privacy Company, Privacy Label Freedom Internet, Bureau Jeugd en Media, Bits of Freedom en Amnesty International Nederland.

- The solution provides an information portal that users can use to report bugs and vulnerabilities

Principles and requirements for all proposals

- Solutions must meet common security standards for:
    - Use a secure connection and store data securely
      o Follow NCSC TLS guidelines
      o Follow the NCSC guidelines for mobile apps
    - Code review, user testing and penetration testing (the app must not increase the smartphone's attack profile)
    - No data leak in the event of loss or theft of the smartphone
    - Compliance with standards for data security in the healthcare sector NEN 7510, NEN 7512 and NEN 7513
- Solutions meet the requirements of ISO/IEC 25010 Quality of Software: process quality, system quality, data quality
- If any solutions are offered, these must already be available, fully developed and operational in a production environment
- It must be possible to roll out the solution to Dutch citizens on a large scale in a matter of days
- The structure, existence and operation of the solution's security will be verified using independent audits
- The solution makes use of understandable language in both Dutch and English for all levels of comprehension
- The solution is designed for a clearly described problem and a clearly described target group and focuses on only one purpose (purpose limitation)
- The use of the app must be centred around simplifying contract research and/or self-monitoring and therefore providing information to and protecting individuals
- The use of the solution and the data it collects must be based on scientific knowledge and, if possible, already make a demonstrable contribution to the effort of optimally managing the spread of the virus
- The solution must make it possible to conduct preliminary tests on a limited group of users, so it can then be determined based on the results whether it is necessary, effective and proportional
- The solution is interoperable based on common and open standards
- Description of verifiability of the solution that is actually being used
- Once the solution is no longer effective or necessary, it must be possible to reverse the rollout and delete the data
- Data minimisation is a core principle
- Substantiated demonstrable focus on confidentiality and integrity
- User friendly with a clear manual and instructions for users

- The solution is widely accessible and supports multilingualism (in accordance with the WCAG 2.0)
- The solution is efficient, e.g. by making minimal use of battery and storage capacity
- It must be easy to update the solution to e.g. resolve crashes
- The solution complies with all applicable laws and regulations, including the GDPR
- The solution includes a register of processing and a DPIA (Privacy Impact Assessment) for the proposed data processing activities

Questions for the market

MoH has formulated a series of questions. These questions are included in Appendix 1 (Question and Answer Form). The list of questions was drawn up with the utmost care and attention. MoH understands that answering the questions takes time. This investment is important and of added value in order to make the best choice regarding the possibly awarded projects.

Your answers should preferably be written in Dutch. Every answer must be convincing, complete, relevant, clear and distinctive and consist of no more than two A4 pages. In total, your answers to all questions should consist of no more than eight A4 pages.

Submitting a response to this invitation does not entitle the party in question to having a project awarded to them. The submitting party accepts that MoH may proceed with the awarding of possible projects based on this invitation at its discretion, with use of the negotiation procedure and without prior notification due to the extreme urgency of the situation.