

**Programme CORTISONE**

**Primary Dental Care (PDC)**

**Request for Information Questionnaire**

Version: 1.0

Date: 10 March 2023

1. Thank you for your interest in supporting early market engagement with the Defence Medical Services’ (DMS) Programme CORTISONE. The objectives of this Request for Information (RFI) are for the Authority to:
	1. better understand relevant products that may provide the capability required
	2. confirm that the market can provide the services required
	3. better understand the routes to market which could provide access to relevant products and services
	4. be informed of other aspects of acquisitions and capabilities not covered herein.
2. The vision of Programme CORTISONE is ‘a sustainable, integrated, cohesive and enduring information capability that will fully and effectively support the delivery of evidence-based medical and dental health and healthcare outputs, in order to achieve the aim of the Defence Medical Services’.
3. Programme CORTISONE is seeking to integrate several Commercial-Off-The-Shelf (COTS) products and services to provide an ecosystem of sub-systems that will constitute the future Medical Information Services (Med IS). One of those subsystems is Primary Dental Care (PDC), the focus of this RFI. The PDC subsystem will deliver capability into the Defence Primary Healthcare (Dental) (DPHC(D)) organisation (see Section 2 below for DPHC(D) organisational metrics).
4. The scope of capability required of PDC is described at a high level in the accompanying draft Statement of Requirement (SoR) document.
5. The Programme CORTISONE Dental workstream is currently in a market engagement phase with a view to releasing a formal invitation to tender later in 2023.

### THE CORTISONE RFI PROCESS

1. Responding to this RFI is voluntary and does not start the official procurement process for the CORTISONE PDC requirement. It should be noted that all information released in relation to this RFI is released subject to contract (without commitment), is subject to change and may not form part of any future procurement process. The CORTISONE team intends to provide further details of any procurement later in 2023. The programme team will be seeking to procure these services through a framework, where possible.
2. This document should be read in conjunction with the Contracts Finder Early Engagement Notice relating to this RFI, as well as the supplementary draft SoR document that accompanies this RFI.
3. Your response to this RFI should consist of a completed soft copy Questionnaire in Adobe PDF or MS Word format. To keep the response size manageable, and unless the question states otherwise, you are requested to limit your response to no more than two pages per question; you may wish to add extra pages for diagrams, tables, etc. to support your response. Additionally, you are welcome to provide supporting information (brochure material, presentation packs, etc.) outside the main body of the questionnaire.
4. Programme CORTISONE has issued this RFI to gain information about the market. The Programme team would be grateful for any information you are able to provide, even where you do not provide every component listed or are unable to answer every question in detail.
5. Responses should be sent to:

UKStratComDD-CIS-ASD-MISEngage@mod.gov.uk

no later than **12:00** GMT on **31 March 2023**.

**CORTISONE Primary Dental Care RFI Questionnaire**

1. **Requirements – Specific to procurement**

|  |
| --- |
| **The attached draft Dental Functional Statement of Requirement (SoR) has been included with this RFI to signpost the main areas of functionality required by the Authority, as well as the Authority’s current list of ‘Must-have’ requirements (based on MoSCoW prioritisation). Please note that prior to any future procurement, the SoR will be expanded to contain additional requirements that will be mainly ‘Should-have’ in nature.****Having reviewed the attached draft Dental SoR, please outline any additional areas of functionality you believe the Authority should also consider or highlight any requirements which you believe are unclear, ambiguous or for which you cannot see justification.**Additional Notes for consideration:The objective of this question is to give industry the opportunity to add any requirements that may have been overlooked by Programme CORTISONE and for the Authority to confirm that the market can provide the services required. |

Your Answer:

|  |
| --- |
| **1.1** **System Configuration** **A**: **Is your product configurable to support extra patient codes / customer-defined data fields?**Yes/No**B:** **Please describe how your product is configurable and whether it can be configured by the customer or the supplier. Additionally, does your product support SNOMED coding?**Additional Notes for consideration:Please refer to the System Configuration and Patient Registration sections of the draft SoR.  |

Your Answer:

|  |
| --- |
| **1.2** **Patient Dental Record Management****A:** **Does your product provide Patient Dental Record Management capability?**Yes/No**B:** **Please describe the Patient Dental Record Management capability provided by your product.**Additional Notes for consideration:Please refer to the Patient Dental Record Management section of the draft SoR.  |

Your Answer:

|  |
| --- |
| **1.3** **Consultation Management****A:** **Does your product provide Consultation Management capability?**Yes/No**B: Please describe the Consultation Management capability provided by your product.**Additional Notes for consideration:Please refer to the Consultation Management section of the draft SoR. |

Your Answer:

|  |
| --- |
| **1.4** **Dental and Periodontal Charting****A:** **Does your product provide Dental and Periodontal Charting capability?**Yes/No**B: Please describe the Dental and Periodontal Charting capability available in your product and describe whether (and how) your product enables customers to add customer-defined chart symbols.**Additional Notes for consideration:Please refer to the Dental and Periodontal section of the draft SoR. |

Your Answer:

|  |
| --- |
| **1.5** **Data Entry Forms and Templates****A**: **Does your product provide Clinical Data Entry Forms and Templates capability?**Yes/No**B:** **Please describe the Data Entry Forms and Templates capability, and level of configurability provided by your product.** Additional Notes for consideration:Please refer to the Data Entry Forms and Templates section of the draft SoR.  |

Your Answer:

|  |
| --- |
| **1.6** **Appointment Management****A:** **Does your product provide Appointment Management capability?**Yes/No**B:** **Please describe the Appointments capability provided by your product.**Additional Notes for consideration:Please refer to the Appointment Management section of the draft SoR.  |

Your Answer:

|  |
| --- |
| **1.7** **Prescribing Function****A:** **Does your product provide Prescribing capability, including the ability to record a prescriber’s number and send an electronic prescription to a pharmacy application (could be MOD or external)?**Yes/No**B: Please describe the Prescribing capability provided by your product, including Pharmacy integration.** Additional Notes for consideration:Please refer to the Prescribing section of the draft SoR. |

Your Answer:

|  |
| --- |
| **1.8** **Document Management****A:** **Does your product provide Document Management (scan, ingest digital documents and add meta data) capability?**Yes/No**B: Please describe the Document Management capability provided by your product.**Additional Notes for consideration:Please refer to the Document Management section of the draft Statement of Requirement.  |

Your Answer:

|  |
| --- |
| **1.9** **Task Management****A**: **Does your product provide Task Management/Internal Messaging capability?**Yes/No**B:** **Please describe the Task Management capability provided by your product.**Additional Notes for consideration:Please refer to the Task Management section of the draft SoR.  |

Your Answer:

|  |
| --- |
| **1.10** **Business Continuity****It is vital that Dental Practices are able to operate effectively in the absence of network connectivity to external infrastructure such as cloud.****A**: **Does your product provide any Business Continuity capability?**Yes/No**B:** **Please describe the Business Continuity capability provided by your product.** |

Your Answer:

**2. Healthcare and MOD domain experience**

|  |
| --- |
| **The supplier will be expected to work collaboratively with the MOD and, due to the nature of software products required and the technical environment for implementation, will be expected to have experience of working with and implementing into enterprises of a similar scale to that of DPHC(D) (i.e., c. 100 Dental facilities, c. 700 Dental personnel, c. 200,000 patients).****Do you have experience of working with and implementing into enterprises similar in scale to DPHC(D)?**Additional Notes for consideration:It is important that the Authority understands suppliers’ experience of working with organisations on a similar scale to that of DPHC(D), and the ability of suppliers to provide suitably qualified and experienced resources.There may be elements of software product implementation that will require supplier personnel to hold SC clearance ( [https://www.gov.uk/government/publications/united-kingdom-security-vetting-clearance-levels/national-security-vetting-clearance-levels#security-check-sc](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Funited-kingdom-security-vetting-clearance-levels%2Fnational-security-vetting-clearance-levels%23security-check-sc&data=05%7C01%7CJohn.Kerr126%40mod.gov.uk%7C0e8568efebb54cd4225708db0908c275%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C638113705437844603%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=UPCvBb%2FFwBCMyn7LUbV8Urw10pAVjnVAndGWQ178krA%3D&reserved=0)). |

Your Answer:

**3. Working Collaboratively**

|  |
| --- |
| **Can you outline your approach to working collaboratively with other suppliers and integrating your systems with other systems?** **CORTISONE has adopted Agile ways of working based on SAFe 5.0 (** [SAFe 5 for Lean Enterprises (scaledagileframework.com)](https://www.scaledagileframework.com/)**). What challenges do you see in delivering the requirements within a SAFe environment?**Additional Notes for consideration:Programme CORTISONE is delivering an ecosystem of healthcare information services to enable better patient outcomes and optimise DMS resources, in order to maximise the numbers of personnel fit for role for Defence. As the ecosystem grows, so the number of interacting systems and suppliers will grow. It is important that the Authority understands suppliers’ experience and approach to working successfully in such environments.  |

Your Answer:

**4. Frameworks and Contract Duration**

|  |
| --- |
| **Please provide the MOD with any information relating to current and/or future routes to market which could provide access to your relevant products and services. What is the average duration of any contracts you have agreed with public sector customers for similar requirements?**Additional Notes for consideration:The objective of this question is to assist in the identification of any public sector/government frameworks or any other available routes that could provide current or future access to your products/services. Your response should include details of pan-government framework agreements where the MOD can access your products or services (e.g., G-Cloud, Technology Services or the NHS Healthcare Clinical Information Systems frameworks). Please also include details of any pan-government framework agreements where MOD is not explicitly listed as a potential user.  |

Your Answer:

**5. Pricing Models and implementation timelines**

|  |
| --- |
| **5.1 Can you provide us with examples of pricing models that have been used for contracts you have agreed with public sector customers for similar requirements? Please include references to the below, if applicable:** Licensing Model (please include any metrics that you use for software licensing and for sizing implementations)Core components and optional components that could be licensed separatelyImplementation Model including Data MigrationProfessional Services ModelTraining Services Model (list of training services)Service Support Model.Compliance with Clinical Safety Guidance [DCB0129](https://digital.nhs.uk/data-and-information/information-standards/information-standards-and-data-collections-including-extractions/publications-and-notifications/standards-and-collections/dcb0129-clinical-risk-management-its-application-in-the-manufacture-of-health-it-systems).Additional Notes for consideration:The objective of this question is to understand relevant product/service pricing model(s) (and to identify the metrics required to feed them) and compliance with national directives. The scope/scale of DPHC(D) is set out in Section 2 above. |

Your Answer:

|  |
| --- |
| **5.2 Can you provide us with examples of implementation steps and timelines? This may include activity such as information gathering/ discovery exercise, technical build, roll out, training and communications.** Additional notes for consideration: The objective of this question is to understand not only the timelines in implementation but the requirement on the business to support any roll out of the solution. |

Your Answer:

**6. COTS versus Product Adaptation**

|  |
| --- |
| **Do you offer development of additional features on top of your COTS product if requested by your customers?****If so, what is your corresponding approach to pricing and implementation?**Additional Notes for consideration:The objective of this question is to assist in understanding options and implications should the Authority require enhancements to COTS products.  |

Your Answer:

**7. Hosting**

|  |
| --- |
| **7.1** The MedIS ecosystem of healthcare solutions is hosted on MOD-managed infrastructure. This ensures security of MOD’s sensitive data and avoids added latency due to the inspection of data as it traverses the boundary between the internet and MOD’s network.MODCloud, a MOD-managed PaaS, offers options for hosting on AWS and Azure. Products procured to meet the PDC requirement should be capable of being hosted on MODCloud.The CORTISONE Hosting and Infrastructure Summary is available to view on the Digital Healthcare Supplier Portal. Any queries about access to the portal should be directed to UKStratComDD-CIS-ASD-MISEngage@mod.gov.uk.**Please can you describe the operating environment(s) in which your product(s) does or could work.** |

Your Answer:

|  |
| --- |
| **7.2** While personal data may be hosted outside the UK or the European Economic Area (EEA) (provided there is adequate personal data protection equivalency), MOD security policy requires that system administrative functions must be conducted in the UK/EEA.**Does your solution utilise any hosted services, system administrative or support services outside the UK?**Additional Notes for consideration:The objective of this question is for the Authority to identify and understand potential security considerations associated with COTS products.  |

Your Answer:

**8. Interoperability**

|  |
| --- |
| The PDC solutions may be required to integrate with other applications within and outside of the CORTISONE ecosystem, e.g., Enterprise Master Patient Index (EMPI), NHS ePharmacy and eReferrals services.  **Can your product integrate with other applications using APIs? Please detail your product’s APIs and the API standards you support (e.g., FHIR, IHE XDS, etc.).****Please outline your approach.** |

Your Answer:

**9. Licence Conditions and DEFFORM 701**

|  |
| --- |
| MOD procures software under the conditions contained in DEFFORM 701 (the MOD Standard Licence Agreement). MOD Suppliers are required to sign up to this Licence Agreement, as are subcontractors.Please review the terms of DEFFORM 701 ( The full text of Defence Conditions (DEFCONs) and Defence Forms (DEFFORMS) are available electronically via the [Knowledge in Defence](https://www.gov.uk/guidance/knowledge-in-defence-kid) (KiD) website). DEFFORM 701 consists of the following documents:Annex to Head Agreement – STANDARD FORM OF LICENSING SCHEDULEAnnex to Head Agreement - Agreed Standard ConditionsMOD Head Agreement for Licence Terms for commercial Software.**Have you previously contracted under DEFFORM 701?**Yes/No**Would you be willing to contract under DEFFORM 701?**Yes/No**Please describe any issues you would have with using this Licence Agreement**. |

Your Answer: