Digital Enablement of Referral Pathway Solution – Request for Information

## Background to the requirement

North London NHS Foundation Trust (NLFT) are looking for a solution that enables their strategy for creating a single point of access whilst providing enhanced assessment capabilities via an AI model to reduce assessments and increase time spent on interventions. The purpose of this RFI is to establish:

* An understanding of the different solutions and models available, with existing contracts within the Healthcare sector.
* A benchmark of the costs associated with the platform covering development, implementation, support & maintenance, hosting, correspondence, change & release management, ongoing development
* Information on what is realistic, practical, and achievable in challenging timescales
* Options on the best route to market

Capital has been allocated for this investment and therefore it is compulsory for the system to meet the mandatory criteria due to limited timescales. Due to the tool recommending clinician decisions it is considered a medical device and we require Class II compliance.

## Specification and Responding to this RFI

1. Suppliers are asked to provide a description of the solution that they provide (or via subcontracting parties) that meets the below deliverables:

* One of the most challenging and effort intensive components of the referral-to-treatment pathway for planned care is conducting holistic ‘Assessments’ to inform triage and treatment choices, which is critical to the success of our ongoing efforts to improve our access-to-assessment for our service users and progress the implementation of a Single Point of Access across NLFT.
* We are exploring the opportunity to digitally enable our referral-to-assessment processes with a purpose-built AI-informed digital assessment solution that has proven potential for reducing administrative and clinical burdens, reducing referral to treatment times amongst other benefits that several other mental health Trusts have started to realise.
* The solution may act as a digital route for service users to provide self-reported information which through the implementation of a clinically validated digital model provide a holistic pre-assessment to support the intake, triage, and assessment stages by surfacing level of need, triage priority and symptom profile in a standardised manner.
* This solution is expected to augment the range of routine referral routes (via GPs, Social Care, VCS and other statutory bodies) to secondary care in the development of a Trust-wide single point of access
* Starting with working age adults, the solution will be able to scale to all segments of our secondary care cohorts (including: Older adults, CYP, Neurodiverse populations) as well as Talking Therapies (primary care)
* Finally, it will be desired for the solution to serve the administrative workflow digital enablement needs of referral handling (including queueing, workload allocation, EPR entry and pass through) to set up a centralised referral point of access.

1. Suppliers are asked to provider appropriate commercial indicators:
   * a benchmark of the costs associated with platform covering development, implementation, support & maintenance, hosting, correspondence, change & release management, ongoing development so that the Trust can evidence value for money with like-for-like solutions
   * provide a breakdown of how this may be split in order to differentiate capitalisation/revenue
2. Suppliers are asked to respond to the table below regarding compliance with the DTAC.

|  |  |  |
| --- | --- | --- |
| **DTAC Components** | **Have Completed and Up to Date** | **Are in Process of Attaining, with possible completion Date** |
| Cyber Essentials Certification | Yes/No (Add Details) | Yes/No (Add estimated completion date) |
|
| External Penetration Test Summary Report | Yes/No (Add Details) | Yes/No (Add estimated completion date) |
|
| ISO27001 Certificate | Yes/No (Add Details) | Yes/No (Add estimated completion date) |
|
| Clinical Risk Management System Report | Yes/No (Add Details) | Yes/No (Add estimated completion date) |
|
| Clinical Safety Case Report | Yes/No (Add Details) | Yes/No (Add estimated completion date) |
|
| Business Continuity Plan | Yes/No (Add Details) | Yes/No (Add estimated completion date) |
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1. In addition, respond to the following DTAC related questions:
   * How does the system support GDPR requirements?
   * Where will the data be stored? Where is your server located?
   * Could you describe the security measures of your system, including antivirus measures and security measures to protect user data?
   * Does your system support audit processes, i.e. auditing access to data?
   * How will data be backed up and what contingencies are in place if your data repository fails?
2. Support - Customer service and updates
   * What customer service and support is available?
   * Can the users request changes or additions to the system? If the system can be tailored for a client, when can this be done and are there any additional costs associated with it?
   * What is the response time for addressing bugs in the system?
   * What system is in place for communicating with users about known issues or errors?
   * What system is in place for ensuring that known issues or errors are resolved in a timely manner?
   * How often is the system updated?
   * How are updates cascaded through the system?
3. Support – training
   * What training support is offered? Please provide details of training options, including handbooks or guides, e-learning, telephone training, and in-person training.

## Route to market

This invitation to participate in the market scoping exercise does not constitute a formal procurement process. The purpose is to establish the interest and capability in the market and to confirm that this is aligned with NLFT requirements. As part of this engagement process, we are also seeking to identify the most appropriate route to market, on the assumption that there is alignment. Given the increased urgency, created primarily due to funding opportunities, to have a contract and solution in place within the next 3 months, NLFT will call off from a framework. It is yet to be determined if this will involve a further competition, or a direct award and this market consultation process will inform that decision. NLFT reserve the right to choose most acceptable route to market, in addition to the option not to progress with the procurement in any form.

## Timeline

|  |  |
| --- | --- |
| **Activity** | **Indicative Date** |
| Publication of RFI | 29/01/2025 |
| Deadline for RFI submissions | 06/02/2025 |
| Completion of evaluation of responses to RFI | 13/02/2025 |
| Confirmation of next steps shared with appropriate market players | 20/02/2025 |
| Desired award date | March 2025 |
| Solution go-live | April 2025 |

**Responses should be submitted through HealthFamily Atamis/Salesforce e-Tendering portal and should be received by the close of business on Tuesday 04th February 2025.**

**Clarifications should be raised through the portal.**

Question headings should be used in your response to aid identification.

## Contact Details:

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