**Defence Healthcare Delivery Optimisation Programme (Defence Medical Services) – Notice of Request for Information Relating to Patient Access Services products is now available through the Digital Healthcare Supplier Portal**

This announcement invites interested suppliers to view the Request for Information (RFI) and Statement of Requirements (SoR) for Patient Access products and services for the Defence Healthcare Delivery Optimisation programme (DHDO) within the UK Ministry of Defence (MOD), available through:

* The Medical Information Services’ (MedIS) Digital Healthcare Supplier Portal
* The Defence Sourcing Portal ‘Opportunity Listing’ for [999999999] - DHDO Patient Access Services and
* The Contracts Finder Early Engagement Notice.

This RFI and accompanying SoR invite interested suppliers to read and provide feedback for DHDO’s planned procurement of one or more Patient Access products and services. The DHDO team intends to provide further details of the procurement itself later in 2022. The programme team's preference is to procure Patient Access products and services through a suitable framework (where one exists).

The objectives of this Request for Information 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.

**Overview of the Patient Access Product Requirements**

Patient Access digital capability is seen as a key component in supporting Defence Primary Healthcare (DPHC) to empower patients in their own healthcare and help keep our patients in good health, whilst providing an effective and efficient means for accessing the most appropriate means of care related the individual’s health status.

The DHDO programme is seeking to integrate a number of Commercial Off The Shelf (COTS) products and services to provide an ecosystem of sub-systems that will support Patient Access services across Defence Primary Healthcare (DPHC). Therefore, Patient Access products may be required to have the ability to integrate with other applications within and outside of the MedIS ecosystem.

The focus of this RFI is on Patient Access capabilities and we recognise that suppliers may be able to offer one, two or many of the capabilities listed in the draft SoR which accompanies this RFI. However, the SoR does not represent the totality of DHDO’s Patient Access services specification of requirements.

**How do I access the information?**

The DHDO team will make the RFI and SoR available through the Digital Healthcare Supplier Portal, an online workspace that enables the Medical Information Services (MedIS) portfolio (of which DHDO is a component programme) to share information with suppliers of relevant products and services in pre-procurement market engagement.

The RFI and SOR will also be available through the Defence Sourcing Portal - the MODs eSourcing platform - and through a Contracts Finder Early Engagement Notice.

New suppliers are invited to request access to the Digital Healthcare Supplier Portal by nominating **up to two** representatives from their company to be granted membership.

The representatives should provide the following information to

[UKStratComDD-CIS-ASD-MISEngage@mod.gov.uk](mailto:UKStratComDD-CIS-ASD-MISEngage@mod.gov.uk):

Full name of company and Companies House registration number (if applicable)

* Full name(s) of representative(s)
* Role(s) of the representative(s) within the company
* Company email address(es) of representative(s). This email will be associated with their membership of the portal.

Invitations will be sent to the nominated email addresses with a link providing access to the Digital Healthcare Supplier Portal, along with instructions for finding and responding to the RFI.

Please note that completed RFI questionnaires should be returned to the DHDO Team by email to [UKStratComDD-CIS-ASD-MISEngage@mod.gov.uk](mailto:ISSDev-ASDT-EngageCORTISONE-Gp@mod.gov.uk)

no later than **12:00 GMT** on **14 February 2022.**

**Digital Healthcare Supplier Portal**

The Digital Healthcare Supplier Portal is an online workspace that enables the MedIS programmes, including DHDO, to share information with suppliers of relevant products and services in pre-procurement market engagement. This may include Requests for Information, draft Statements of Requirements for different products and services that MedIS programmes intend to procure, as well as draft design artefacts that provide useful technical details for suppliers interested in MedIS programmes. The portal also provides information about the context and status of the MedIS programmes, including DHDO, in the Medical Information Services Overview pages.

Significant additions to the content published on the Digital Healthcare Supplier Portal will also be announced on the Defence Supplier Portal. Suppliers will be given the opportunity to request access to the Digital Healthcare Supplier Portal on a rolling basis. Any queries about access to the Digital Healthcare Supplier Portal should be directed to [UKStratComDD-CIS-ASD-MISEngage@mod.gov.uk](mailto:ISSDev-ASDT-EngageCORTISONE-Gp@mod.gov.uk).

Responding to this announcement is voluntary and does not start the official procurement process for the DHDO requirement. Participation in the Digital Healthcare Supplier Portal does not guarantee, or jeopardise, your inclusion in a future procurement exercise. It should be noted that all information released in relation to the Digital Healthcare Supplier Portal is released on a 'without commitment' basis, is subject to change and may not form part of any future procurement process.

No down-selection will take place as a consequence of any responses or interactions relating to the Digital Healthcare Supplier Portal unless stated otherwise. Additionally, no information provided in response to this announcement or in relation to the Digital Healthcare Supplier Portal will be used in any way for the purpose of evaluating suppliers or their products in any future procurement process.

**What is the Defence Healthcare Delivery Optimisation Programme?**

The DHDO programme is a transformation programme led by Defence Medical Services (DMS) for Defence Primary Healthcare (DPHC) that will deliver a high performance, data-driven, medical and occupational health service that utilises proven and analytical innovations.

This will contribute to the achievement of DMS’s aim – which is to Promote, Protect and Restore the health of the Defence population in order to maximise their fitness for role, while maintaining an occupational focus and an operational edge.

DHDO aims to implement a range of operational data analysis and reporting capabilities, alongside intelligent Population Health Management to support enhanced decision making and dynamic coordination of the workforce to meet the changing healthcare needs of the armed forces who are our patient population. Digital tools will improve operational efficiency and, in turn, positively impact clinical outcomes to:

* Ensure the workforce operates at the top of its training
* Align workforce resource to patient demand
* Provide reliable data to empower DPHC to shape services and flexible manage resources.

The objectives of the DHDO programme are to:

* + Provide a safe, effective, modern, digitally enabled, flexible, resilient, ‘evergreen’ and affordable DPHC that meets the needs of its patients, its staff, the single Services and wider Defence objectives.
  + Deliver a range of digital products and services that will increase options for types of clinical encounters, empower patients by increasing involvement in their own healthcare and contribute to DMS resource optimisation, to maximise the benefits of DPHC delivery transformation via solutions that:
* Are common, with utility across the different healthcare specialties
* Employ open standards
* Are data driven
* Are proven and assured.

The DHDO programme aims to:

* + Improve clinical outcomes for patients
  + Increase deployability of armed forces personnel
  + Provide greater value for money
  + Improve patient and healthcare delivery personnel experience.

MOD is looking for a range of companies to engage with the programme to deliver a range of modular but integrated healthcare products and services. DHDO is also looking to the future and will exploit innovation to align with NHS strategy, virtualise healthcare and integrate with services across the healthcare sector.

The DHDO programme has engaged with suppliers through a recent Industry Day where it presented information about the programme and our priorities for digital products and services to deliver over the next 12-18 months. These might include workforce management services, mental health and rehabilitation services and dispensing services. It is anticipated that elements of the programme will be re-competed on a regular basis to ensure the best solutions are being delivered to users, giving an ongoing opportunity for potential providers to become involved with the programme on a long-term basis.

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