



Annex 2 – Specification and Solution

See Specification of Services document and Work Package document appended to this Agreement.

Work Package Requirements Version 2 (Revised by RCL on 25/01/23)

WP01 Specifying, developing and testing the NHAIS cache software changes required to support the transition of primary care registration from NHAIS to Primary Care registration Management (PCRM) on PDS.

Health and Social Care Information Centre (known as NHS Digital) ("**Customer**")

and

Reality Consulting Limited ("**Supplier**")

Date of this Work Package:	09/03/2023
Work Package Reference:	WP01
Contract Reference:	C118274
Will personal data be shared in the completion of this work package?	No

Unless otherwise explicitly specified in this Work Package, the terms of the Contract shall apply to the scope of work set out in this Work Package unamended. Unless otherwise specified, changes made to the terms of this Contract set out herein only apply to the scope of work as set out in this Work Package.

The parties agree that upon signature by both parties, this Work Package is a valid variation of the Contract under Clause 3 (Supply of Services) of the Contract and this Work Package forms part of the Contract as referenced above.

1. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

The current cervical screening and primary care registration services currently sit on the National Health Application and Infrastructure Services (NHAIS) platform. NHAIS was originally developed during the 1980's. This is a Cache/MUMP's based system which is viewed using terminal emulators.

NHAIS is being decommissioned but delays have been incurred which has led to the procurement of this piece of work. NHAIS and the primary care registration service requires work in several areas including remediation and supporting transition to replacement services.

The work is expected to run for a period of approximately 2 years from the commencement of the procurement.

The remediation project has been initiated to ensure safety and continuity of NHAIS for this increased period of time. However, please note decisions will be taken at regular points to ensure that consultancy is used when it is needed and so flexibility is required to support during this period, it can be ended as required before December 2024.

Consultancy is required in order to assist with technical aspects that will need to be rewritten / improved / bolstered in order to ensure sufficient provision of the Live Service.

1. DEFINITIONS AND ACRONYMS

Expression or Acronym	Meaning
NHAIS	National Health Application and Infrastructure Services
PDS	Personal Demographics Service

2. THE REQUIREMENT

The overall outcome of this work is to ensure the ongoing stable running of the NHAIS systems and to support the successful transition to the replacement platform.

This first piece of work will be the specifying, developing and testing the NHAIS cache software changes required to support the transition of primary care registration from NHAIS to Primary Care registration Management (PCRM) on PDS.

The team/individuals suitable to be deployed on this piece of must be experienced in developing and testing in Cache/MUMPS. Ideally they will have experience of working on the NHAIS systems.


3. KEY ACTIVITIES, MILESTONES AND DELIVERABLES

Milestone	Description	Timeframe	Sign-off Criteria
1.	TRANSITION - working with key stakeholders to develop a strong understanding of the implications of the transition and the changes required to the NHAIS systems. Stakeholders will include NHS Digital NHAIS and PDS/PCRM teams; NHS England and Primary Care Services England (Capita). Work Required:-	March 2023	Review by NHAIS Primary Care Registration Manager – supplier to demonstrate understanding through presentation and discussions.

Milestone	Description	Timeframe	Sign-off Criteria
	<ol style="list-style-type: none"> 1) Refresh understanding of the NHAIS system and specifically the Registration part of the system – carried out by looking at documentation/code/discussing with existing registration team. 2) Discuss with the following to understand implications of transition. Percentages have been included to indicate expected allocation of time. <ol style="list-style-type: none"> a. NHAIS Registration team (70%-80%) b. Platforms development team (building the replacement service) (15%-20%) c. Other stakeholders (5-10%) 3) Work with the existing Registration team to identify the remaining work to be undertaken. 		
2.	<p>TRANSITION - Identifying all the changes required to the NHAIS system and undertaking the development work to complete those changes.</p> <p>NOT REQUIRED TO BE INCLUDED/ COSTED AT THIS STAGE</p>	August 2023	Review by NHAIS Primary Care Registration Manager – supplier to demonstrate software and answer any questions.
3.	<p>TRANSITION - Testing those changes to ensure that they are fit for purpose & Communicating the changes made in order to share understanding of how transition will work.</p> <p>NOT REQUIRED TO BE INCLUDED/ COSTED AT THIS STAGE</p>	October 2023	NHAIS Primary Care Registration Team – to undertake selective testing of the software developed.
4.	<p>REMEDATION – Develop and test changes to NHAIS functionality to address remediation issues allocated.</p> <p>NOT REQUIRED TO BE INCLUDED/ COSTED AT THIS STAGE</p>	March 2024	Review and testing by NHAIS Development team

4. AUTHORITY'S RESPONSIBILITIES

- i. NHS Digital (NHSD) will provide a mechanism and user accounts for Reality staff to remotely connect to NHSD servers as required. Our staff will work from their Reality owned Windows 10/11 desktops and/or laptops unless an alternative is required and provided by NHSD
- ii. NHSD will provide initial guidance and assistance on (re-)learning the NHAIS registration system. This includes, but is not limited to:
 - remote access to appropriate servers
 - suitable user accounts in training and development instances
 - access to tools and utilities designed for user training, such as user documentation and e-learning guides
 - access to knowledgeable staff to answer queries.

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- iii. NHSD will provide initial guidance and assistance on learning the current NHAIS development methodology and tools. This includes, but is not limited to:
 - remote access to appropriate servers
 - suitable user accounts enabling access to development tools
 - access to development documentation and e-learning guides
 - access to knowledgeable staff to answer queries.
 - iv. Reality staff will develop and “smoke test” the required NHAIS system changes and carry out further integration/system testing as appropriate, but final testing and sign-off will be the responsibility of appropriate NHAIS staff.
 - v. NHSD will provide appropriate access to NHSD staff and other relevant people to discuss the implications of transition (re Milestone 1, requirement #2 in the above table).
 - vi. NHSD will provide appropriate access to the Registration team and other staff to identify the work to be undertaken.
 - vii. NHSD will provide access to tools such as Microsoft Word, Excel, Teams, etc. as necessary on the servers Reality will be working on.

5. REPORTING

N/A

6. ACCREDITATION

N/A

7. TIMETABLE AND FEES

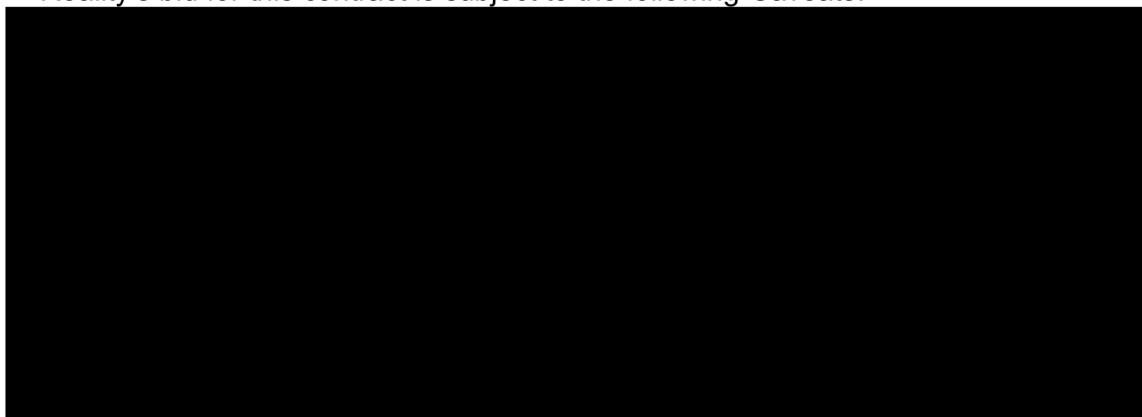
7.1 The engagement *for Milestone 1 only* is expected to run for approximately **nine weeks** commencing on **9 March 2023** and is anticipated to conclude on **12 May 2023** (see General iv under 7.5, below).

7.2 Any change to the timetable of the engagement outlined in this Work Package will be agreed with you via the Change Control Process set out below.

7.3 Our fee *for Milestone 1 only* is a fixed price of **£18,750.00** exclusive of VAT. This has been calculated using the day rate specified in the Pricing Schedule.

7.4 Payment of expenses under this contract are not allowable.

7.5 Reality's bid for this contract is subject to the following Caveats:



General:

- i. With the exception of the in-person meetings that may be preferable during the initial stages of the work package, all meetings and discussions will be conducted via video calls, using Microsoft Teams or similar.
- ii. Initially Reality staff are likely to be fairly dependent on NHSD staff for support and direction, but we know from experience that it can take time to schedule meetings with busy NHS staff. Furthermore the sessions that are essential to Requirements 2 and 3 of Milestone 1 can only be scheduled in a timely manner if the relevant people are able to make themselves available to us. Therefore, it is assumed that we will have reasonable access to them and must make it clear that the elapsed time for Milestone 1 is not fully within our control since it will depend heavily upon the availability of other people.
- iii. The estimated duration of approximately nine weeks to complete Milestone 1, as stated in 7.1 above, is a reasonable and achievable timeframe from Reality's point of view, but is subject to the observations made above regarding availability.
- iv. We note that *W19122 NHAIS Remediation Consultancy Spec.pdf* suggests (under "Scope") that 40 days' effort may be required during the financial year 2022/23. Our total effort estimate for Milestone 1 is 25 days but, for the reasons explained above, extends into the following financial year. If Reality is required to deliver 40 days' effort this financial year, including completion of Milestone 1 before 12 May – and NHS staff availability doesn't render that impossible – we will endeavour to do so and move on to Milestone 2 before the end of the current financial year.
- v. The fixed price we've quoted in this response includes a maximum of half a day's effort for Reality to establish the remote working setup required by NHSD.

- vi. Reality will only start work on a contract once a Purchase Order has been received.

8. SERVICE LEVELS AND PERFORMANCE

The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	KPI/SLA description	Target
1	Resolution of software issues/bugs/incidents (introduced by the changes made by the supplier) if identified during the duration of the contract, either in the live environment or test environment.	Milestone 1: 2 working days Milestone 2: 4 working days Milestones 3 & 4: 10 working days each

9. SECURITY REQUIREMENTS

N/A

10. PAYMENT

10.1 Payment is within 30 days of valid invoice.

10.2 This document sets out the maximum extent NHS Digital's requirements and deliverables/outputs at the time of drafting, and against which the Supplier has provided a costed delivery proposal.

10.3 Should NHS Digital's requirement or priorities change to such an extent that it may become necessary to end the work prior to the stated end date, NHS Digital will discuss the change with the Supplier and mutually agree a suitable notice period.

10.4 NHS Digital will discuss with the Supplier the work required over such notice period and pay the Supplier for the appropriate number of chargeable days up to and including the early end date.

11. LOCATION

11.1 The location will be Remote.

12. TERMINATION WITHOUT CAUSE

12.1 The Customer shall have the right to terminate this Work Package requirement at any time by issuing a Termination Notice to the Supplier giving at least thirty (30) Working Days written notice.

13. PROCESSING PERSONAL DATA

13.1 The Supplier shall be entitled to Process the Personal Data set out in the table below:

Description	Details
Subject matter of the Processing	No personal data
Identity of Controller for each Category of Personal Data	The Parties acknowledge that for the purposes of the Data Protection Laws, the Customer is the Controller and the Supplier is the Processor.
Duration of the Processing	N/A
Nature and purposes of the Processing	N/A
Type of Personal Data	N/A
Categories of Data Subject	N/A
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	N/A
Approved Sub-processors	N/A

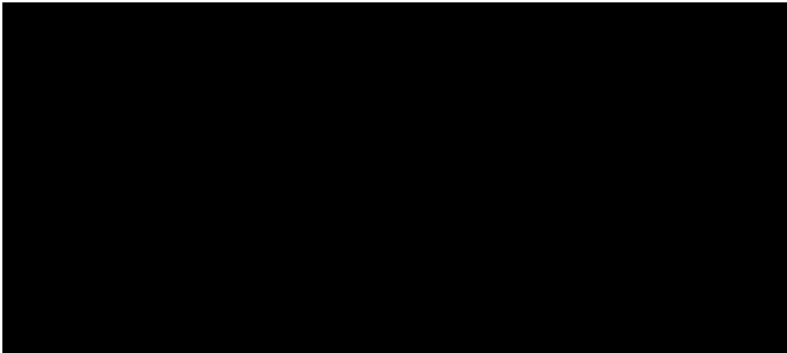


FORMATION OF CALL OFF CONTRACT

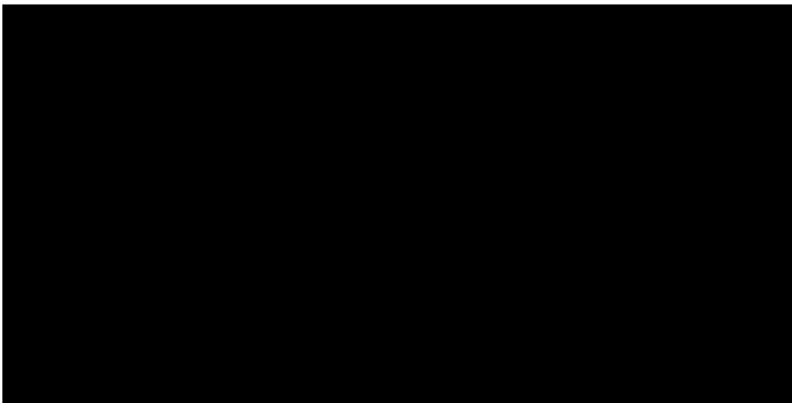
BY SIGNING AND RETURNING THIS WORK PACKAGE (which may be done by electronic means) the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of the Contract and this work package.

The Parties hereby acknowledge and agree that they have read and signed the Contract and by signing below agree to be bound by this work package beneath the Contract.

Signed for and on behalf of the Supplier



Signed for and on behalf of the Customer



National Health Application and Infrastructure Services (NHAIS) Remediation Cache/MUMPS Support

Specification of Services

NHS Digital

December 2022

Introduction

The current cervical screening and primary care registration services currently sit on the National Health Application and Infrastructure Services (NHAIS) platform. NHAIS was originally developed during the 1980's. This is a Cache/MUMPS based system which is viewed using terminal emulators.

NHAIS is being decommissioned but delays have been incurred which has led to the procurement of this piece of work. NHAIS and the primary care registration service requires work in several areas including remediation and supporting transition to replacement services.

The nature of the remediation work has arisen from mandatory system or enhanced system functionality, or transition functional changes required which has been requested by NHS England.

The work is expected to run for a period of approximately 2 years from the commencement of the procurement.

The remediation project and the transition work has been initiated to ensure safety and continuity of NHAIS for this increased period of time. However, please note decisions will be taken at regular points to ensure that consultancy is used when it is needed and so flexibility is required to support during this period, it can be ended as required before December 2024.

Consultancy/support is required in order to assist with technical aspects that will need to be rewritten / improved / bolstered in order to ensure sufficient provision of the Live Service.

Background

As NHAIS is an old system, the technology has become outdated and so consultancy is required to support this system. The resources and expertise are not currently available within NHS Digital and so this has led to this procurement exercise.

Scope

As stated above, the support is required for approximately 2 years with the option to extend or shorten at short notice which is dependent on any changes to the political environment and funding arrangements. Therefore the supplier will be expected to be flexible.

The help will involve understanding the requirements, suggesting and implementing solutions to ensure NHAIS continues to be a safe and secure system. There will be no exchange or access given to personal and confidential data and the successful supplier will

be requested to engage remotely (working from home/office) to develop, test and administer application changes.

Approximately 100 days per year are required, therefore 200 days in total.

The following is an indication of the days required but may be subject to change to meet demand:

- Financial Year 2022 – 2023: 40 days
- Financial Year 2023 – 2024: 100 days
- Financial Year 2024 – 2025: 45 days
- April to December 2024: 15 days

Please note: due to changes, there may be a possibility of requiring some additional time in 2025.

The team suitable to be deployed on this piece of must be experienced in developing and testing in Cache/MUMPS.

The consultancy and deliverables during this contract would include (but not limited to) the remediation and improvements required to

- Primary Care Registration – for more information see <https://digital.nhs.uk/services/nhais/primary-care-registration>
- Cervical Screening – for more information see <https://digital.nhs.uk/services/screening-services/national-cervical-screening>
- Any other aspects of the NHAIS application set.