**Digitalisation of the Continuing Healthcare End-to-End Patient Management System for NHS Somerset Integrated Care Board (‘ICB’)**

**Market Engagement Insights Questionnaire**

Thank you for registering your expression of interest in NHS Somerset’s Digitalisation of the Continuing Healthcare (CHC) Service End-to-End Patient Management System.

**PURPOSE OF THIS DOCUMENT**

This Market Engagement Insights Questionnaire is an information gathering exercise by NHS Somerset ICB to inform the development of its approach in the implementation and delivery of a digital end-to-end patient management system for the ICB.

The ICB reserves the right to amend or change all and any aspects discussed in this exercise if a decision to move to formal procurement is made. This early engagement exercise **does not** guarantee the tendering of any services taking place.

All responses should be entered into the question submission boxes in this document and saved as a document that can be viewed in Microsoft Word. Other formats are not required.

**Please submit your responses and feedback by Friday, 21st October 2022 via email to** [**stevie.crawford2@nhs.net**](mailto:stevie.crawford2@nhs.net) **(and copy in mstanbrook@nhs.net)**

**BACKGROUND INFORMATION & SCOPE**

The ICB’s Continuing Healthcare (CHC) team assess some of the most complex and vulnerable patients in our community. The needs have arisen because of disability, accident, or illness so it is vital that cases are assessed, reviewed, and managed in a timely manner. The purpose of the digitalisation of the assessment process is to improve patient and family experience by:

* driving increased productivity; and
* speed in decision making.

A new digital end-to-end patient management system will provide NHS Somerset ICB with an opportunity to develop, improve, advance, and refresh the current ways of working as well as providing a new CHC model that provides optimal patient outcomes and experience through an innovative digital approach. A 'Digitalised CHC End-to-End Patient System', where information seamlessly flows between processes that will eliminate ongoing challenges with duplication and interoperability by connecting the entire CHC lifecycle into one platform.

This system would need to support integration by the inclusion of other business functions and other patient cohorts from within NHS Somerset ICB. This includes a system that could be used by the Children’s Continuing Care, Mental Health, and Safeguarding Teams in NHS Somerset; ideally, we would like a system to be optimised for their requirement.

**QUESTIONS**

The ICB is engaging with the market to gain a better understanding of the potential services available to support its business requirements.

No questions in this questionnaire are scored. There are no word counts for any of the responses. Responses to this questionnaire will not impact any evaluation of any future opportunity. Your input, effort and support are very much sought and will be appreciated to aid and inform the ICB in developing the most appropriate strategy and approach. A response to this questionnaire does not guarantee an automatic invitation to any subsequent formal process, which NHS Somerset will consider in due course. NHS Somerset ICB will not be liable for costs incurred by any interested party in participating in this exercise.

The responses to these questions could help to inform a possible market engagement event(s).

Thank you for your time and participation.

In order to process this questionnaire, we will ask you to provide some basic personal information, e.g. contact details. All information will be treated as **CONFIDENTIAL** and will only be shared amongst members of the Project Team. No details about your organisation, including names or contact details, will be shared without your express permission. The information will be destroyed following completion of this project. Further details on how we process personal information can be found on our Privacy Notice: <https://nhssomerset.nhs.uk/privacy-policy/>

1. **PROVIDER/SUPPLIER DETAILS**

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| Name of authorised representative *(this should be completed by the supplier or a partner or an authorised representative in their own name)*: |

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| Position: |

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| For and on behalf of (*Please detail the company / organisation the abovenamed person is completing this questionnaire for)*: |

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| Contact telephone number:  Email address: |

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| What is your organisation type e.g. limited company, sole trader |

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| What is your core business? |

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| What is your main business address and website address (if available)? |

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| If invited, would you be interested in attending market engagement events with the ICB regarding this procurement? YES or NO |

1. **GAUGING THE LEVEL OF INTEREST**

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| B1) What features of the services interest you as a supplier and why? |

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| B2) Are there any requirements that are of concern to you? If yes, what and why? How might these be addressed? |

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| B3) Would your organisation consider submitting a tender (or participating in a collaborative response) to deliver the services? If not, is there any reason why? Could the ICB take any steps to encourage greater participation? |

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| B4) What would deter, hinder or prevent your organisation from submitting a response to an invitation to tender? |

1. **MARKET INFORMATION**

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| C1) Do you currently have experience of delivering the complete or elements of the service description for a digital CHC end-to-end Patient Management system? If yes, please can you describe how the services are delivered including any service level agreements (SLA’s), performance monitoring arrangements, cost and delivery models? |

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| C2) In your/your organisation’s experience, what works well, what not so well and what doesn’t work at all with the delivery of an end-to-end digital CHC Patient Management System to the NHS with wide ranging needs and varying levels of demand? |

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| C3) In your/your organisation’s experience, please provide any additional observations and feedback to which you feel are relevant to this service requirement. |

1. **SCOPE AND REMIT OF THE SERVICES**

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| D1) How would you suggest the ICB procure the services? What delivery model do you feel would suit the type requirements? Please can you explain why you feel this is the best approach. |

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| D2) Please state which elements of the service description you would plan to deliver. If any elements of the service are not available, please provide details of the associated timescales for the development and implementation. |

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| D3) Do you subcontract or rely on third party suppliers in implementing and/or delivering and/or supporting the service? If so, please can you provide information of how this arrangement works in delivering the services. Would you be interested to work under the leadership of a lead party/prime contractor for some or all of the services, if so, please explain? |

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| D4) Would you consider and be interested in delivering the services under the leadership of a lead party/prime contractor for some or all of the services, if so, please explain? |

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| D5) How do you suggest we measure performance in the delivery of services? |

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| D6) What is the minimum, and maximum, number of years that you think the contract term should span to be attractive for you/your organisation to tender for? Please can we ask you to explain. |

**provided.**

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| D7) For all elements of the service including implementation, please provide an indicative annual operating cost. Please can you explain how this has been calculated and any assumptions that you have made when deriving these costs for example, numbers of end users. |

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| D8) Please describe your recommendations for implementing the end-to-end solution including time frames, dependencies, assumptions, risks. Please indicate how the implementation phase is costed/priced. |

**provided.**

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| D9) Can you identify any obstacles that you perceive might prevent your organisation delivering the services? What can the ICB do to address these. |

1. **IT COMPLIANCE AND DATA PROTECTION**

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| E1) Where relevant, please summarise the technology stack that you would employ to realise these services. |

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| E2) Do you offer services via App(s)? If yes, please describe. |

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| E3) Are there any approved code of conducts or certification schemes which we should consider for example ISO 27001? |

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| E4) What type of data do you collect on an individual? How is this collected and for what purposes is the data collected? |

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| E5) In the provision of services, do you ever send information/data outside of the European Economic Area? If yes, please list where. |

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| E6) **Do you (please indicate YES or NO):** | **YES** | **NO** |
| E6.1 Sell data? |  |  |
| E6.2 Rent data? |  |  |
| E6.3 Trade data? |  |  |
| **Comments:** | | |

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| E7) Please could you provide details of your information governance protocols and explain why you believe they are relevant for this service. |

1. **ANY OTHER INFORMATION**

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| F1) Please do share any information you would like us to review or consider. |

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| F2) Finally, please provide details of any frameworks (e.g., G-Cloud or HSSF) that your organisation is registered to, that the ICB could use to procure this platform. |

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE**