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**Defence Healthcare Delivery Optimisation**

**(DHDO)**

**Patient Access**

**Request for Information Questionnaire**

Version : 1

Date: 17 January 2022

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1. Thank you for your interest in supporting early market engagement with the Defence Medical Information Services’ (DMS) Defence Healthcare Delivery Optimisation (DHDO) programme. 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.
2. 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 across Defence Primary Healthcare (DPHC). The Patient Access workstream is currently in a market engagement phase with a view to releasing a formal invitation to tender later in 2022. 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.
3. The mission for the DHDO programme is to optimise and modernise the delivery of Defence Primary Healthcare (DPHC) in the Firm Base (i.e. permanent facilities across all 4 UK nations and a small number of overseas locations) and deliver proven digital products and services that will effectively support an ‘At Scale’ flexible delivery model of DPHC services across groups of partnered facilities.
4. DHDO will deliver 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’s resource optimisation, to maximise the benefits of DPHC delivery transformation.
5. Responding to this announcement is voluntary and does not start the official procurement process for the DHDO requirement. It should be noted that all information released in relation to this Request For Information (RFI) is released on a without commitment basis, is subject to change and does not signal the start of a formal procurement process. The DHDO team intends to provide further details of any procurement later in 2022. The programme team will be seeking to procure these services through a framework, where possible.
6. This document should be read in conjunction with the Contracts Finder Early Engagement Notice relating to this RFI, as well as the supplementary draft Statement of Requirements document that accompanies this RFI.
7. Your response to this RFI should consist of a completed soft copy Questionnaire in Adobe PDF or MS Word format. In order 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.
8. The DHDO programme 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.
9. Responses should be sent to:

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

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

**DHDO PATIENT ACCESS RFI QUESTIONNAIRE**

1. **Requirements – Specific to procurement**

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| **Having reviewed the attached draft Patient Access Statement of Requirement (SoR), please outline any additional requirements you believe the MOD should also consider or 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 the DHDO programme and for the Authority to confirm that the market can provide the services required. User requirements can be found at Page 11 in the Draft SoR. |

Your Answer:

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| **1.1 Multi-Device Access**  **A**: **Does your product provide Multi-Device Access capability?**  Yes/No  **B:** **Please describe the Multi-Device Access capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.2 Patient Portal**  **A:** **Does your product provide Patient Portal capability?**  Yes/No  **B:** **Please describe the Patient Portal capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.3 Digital Patient Registration**  **A:** **Does your product provide Digital Patient Registration capability?**  Yes/No  **B: Please describe the**  **Digital Patient Registration capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.4 Chatbot (Navigation)**  **A**: **Does your product provide Chatbot (Navigation) capability?**  Yes/No  **B:** **Please describe the Chatbot (Navigation) capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.5 Apps, Advice & Guidance Library**  **A:** **Does your product provide Apps, Advice & Guidance Library capability?**  Yes/No  **B:** **Please describe the Apps, Advice & Guidance Library capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.6**  **Personal Healthcare Record**  **A:** **Does your product provide Personal Healthcare Record capability?**  Yes/No  **B: Please describe the Personal Healthcare Record capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.7 Appointment Management**  **A**: **Does your product provide Appointment Management capability?**  Yes/No  **B:** **Please describe the Appointment Management capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.8 Prescription Management**  **A:** **Does your product provide Prescription Management capability?**  Yes/No  **B:** **Please describe the Prescription Management capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.9 Self-Referral & Digital Triage**  **A:** **Does your product provide Self-Referral & Digital Triage capability?**  Yes/No  **B: Please describe the Self-Referral & Digital Triage capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.10 Video Consultation**  **A**: **Does your product provide Video Consultation capability?**  Yes/No  **B:** **Please describe the Video Consultation capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.11 Medical Centre Systems**  **A:** **Does your product provide Medical Centre Systems capability?**  Yes/No  **B:** **Please describe the Medical Centre Systems capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.12 Point of Care Testing (Medical Devices)**  **A:** **Does your product provide Point of Care Testing (Medical Devices) capability e.g., dashboards, alerts and regular reports?**  Yes/No  **B: Please describe the Point of Care Testing (Medical Devices) capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.13 Remote Health Monitoring**  **A**: **Does your product provide Remote Health Monitoring capability?**  Yes/No  **B:** **Please describe the Remote Health Monitoring capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.14 Continuous Digital Communications**  **A:** **Does your product provide Continuous Digital Communications capability?**  Yes/No  **B:** **Please describe the Continuous Digital Communications capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

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| **1.15 Patient Experience**  **A:** **Does your product provide Patient Experience capability?**  Yes/No  **B: Please describe the Patient Experience capability provided by your product. Please see the requirements as part of the draft Statement of Requirements at Page 11.** |

Your Answer:

**2. Healthcare and MOD domain knowledge**

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| **The supplier will be expected to work collaboratively with the MOD and have experience of at least one of, and preferably both, the MOD and NHS domains, due to the nature of the software products required and the technical environment for implementation.**   * **Do you have experience of working within the MOD or NHS environments on similar software product implementations to those set out in the SoR?** * **There will be elements of software product implementation that will require personnel to hold SC clearance (**[**https://www.gov.uk/guidance/security-vetting-and-clearance**](https://www.gov.uk/guidance/security-vetting-and-clearance)**). Are you able to provide resources (either internally or with support from partners) who hold (or are able to obtain) this clearance level?**   Additional Notes for consideration:  The objective of this question is to enable the MOD to understand if the market can provide suitably qualified and experienced resources who have worked within the Defence/NHS environments. It will also inform on the impact of operating in the SC environment to delivering the necessary services. |

Your Answer:

**3. Working Collaboratively**

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| **Can you outline your approach to working collaboratively with other suppliers and integrating your systems with other systems?**  **DHDO has adopted agile ways of working based on SAFe 5.0. What challenges do you see in delivering the requirements within a SAFe environment?**  Additional Notes for consideration:  The CORTISONE programme currently underway will deliver an ecosystem of healthcare information services to enable better patient outcomes, optimise DMS resources, 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**

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| **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, Tech 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**

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| **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 separately  Implementation Model including Data Migration  Professional Services Model  Training Services Model (list of training services)  Service Support Model.  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.  The scope/scale of Defence Primary Healthcare (DPHC) is set out in the Draft Statement of Requirements. |

Your Answer:

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| **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 and training & 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 Bespoke**

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| **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**

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| **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. Products procured to meet the Patient Access requirement must be hosted on MODCloud.  MODCloud offers options for hosting, including the ICE environment (based on the Amazon Web Services (AWS) public cloud) and the ACE environment (based on the Microsoft Azure public cloud). A Hosting summary is available to view on the Digital Healthcare Supplier Portal, any queries about access should be directed to [UKStratComDD-CIS-ASD-MISEngage@mod.gov.uk](mailto:UKStratComDD-CIS-ASD-MISEngage@mod.gov.uk).  **Please can you describe the operating environment(s) in which your product(s) does or could work in.** |

Your Answer:

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| **7.2** Using hosted services outside of the United Kingdom, even where they are located in an allied nation, is not consistent with MOD’s security policy.  **Does your solution utilise any offshore hosted services or support services?** |

Your Answer:

**8. Interoperability**

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| The Patient Access solutions may be required to integrate with other applications within and outside of the DPHC ecosystem to allow capture and display of workforce related information, e.g., Military or civilian HR systems.    **Can your product integrate with other applications using APIs? Please detail the API standards you support (e.g., FHIR, IHE XDS, etc).**  **Please outline your approach.** |

Your Answer:

**9. Licence Conditions and DEFFORM 701**

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| 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 SCHEDULE  Annex to Head Agreement - Agreed Standard Conditions  MOD 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: