**REQUEST FOR INFORMATION (RFI) QUESTIONNAIRE**

**The provision of a software solution to support Kingston Hospital’s Assisted Conception service.**

**Early Market Engagement**

**Project reference – KP1230**

1. **Purpose**

To help refine our procurement approach and inform the development of our service specification Kingston Hospital NHS Foundation Trust (“The Trust”) is engaging with potential service providers of IM&T software solutions that support Assisted Conception activity.

The aim of this exercise is to gauge interest in this opportunity and gain a greater understanding on the current market for this type of software. Feedback from the market will help determine our procurement strategy for this project.

PLEASE NOTE:

Any responses to this Early Market Engagement Exercise imply no commitment on Providers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for those Providers who do respond. The RFI questionnaire and all responses received are in no way legally binding on any party.

1. **Requirement summary**

Below is an overview of the Trust’s current requirements for the Assisted Conception IT solution:

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| **Main objectives** | * Complete electronic patient management
* Clinical dashboard incl tabulated graphs
* Automated patient task list
* Self-funding automated invoicing
* Reporting dashboard for mandatory & outcome KPIs
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| **Mandatory interfaces** | * Laboratory order communications
* Patient portal, including consenting documentation
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| **Clinical requirements*** Complete electronic record management system
* User friendly proformas, which must be intuitive to improve quality of clinical information captured and reduce errors, with the ability to make items mandatory
* Proformas must have the ability to be user configured to changing clinical requirements
* Tabulated graphs of results e.g. folliculam
* Consolidated information e.g. medication, examinations
* Note entry for MDT discussions
* Ability to allocate tasks to patient records with alerts to staff
* All entries must have staff member initials for audit purposes
* Clinical alerts - display of key patient information ensuring clinical safety e.g. allergies,
* Data validation at point on data entry – improving patient care, accurate records for audit and ensuring correct data
* Clinical Dashboards (history summaries) - Previous history, outcomes and treatments must be visible to the clinical team
* Automatic recall function
* Interface with scanning software to produce readable images
* Electronic prescription record within each patients record
* Protocols and information for IVF, ICSI and IUI
* Pregnancy test result, complications, Foetal scan and result of pregnancy (with alerts to ensure data entry)
* Sperm analysis parameters built-in calculators to assist with reporting
* Batch control on consumables to identify consumable issues to pregnancy outcome

**Administration*** Appointment booking system and diary management with ability to be user configured for booked appointments with flexible appointment slots
* Unique patient number generated automatically by the system. All information entered must be logged against this number with a function to search for the unique identifier by forename, surname, date of birth, postcode, NHS number and mobile number.
* Partner records linked
* Post coding software with regular updates
* System management facilities to

a. configure role-based access, for example administration staffb. individual profiles for a user with appropriate restrictionsc. full audit traild. patient record viewse. restrict the ability to create, amend, view and delete details* NACS GP codes updated quarterly
* SMS Text messaging**:** Automated SMS text messaging ensures patients aware of test results as soon as they are received by the service, potentially reducing time to treatment. Appointment reminders (reducing DNAs), patient information and leaflets. (must be able to identify text sender as “NHS Provider’
* SMS Text messaging; inbound texting system to enable patient to cancel, rebook appointments
* Customisable patient letters with templates to mail merge directly from within the system to enable letter generation and automatic save in patient records.
* Ability to interface with a patient portal to enable patients to review their results, update mobile phone details, request next appointment, view patient information literature.
* Ability to interface with consenting package or has an electronic patient portal to enable the ability to electronically share consent and agreement documentation between the clinic and patient. Includes secure signature

**Result Management** * Full interface order communications system to enable test request directly to SWLP, to see progress of sample and receive result electronically directly into patient record.
* Clinic alerts of results outside of set clinical parameters
* Result queues (or work list) to manage abnormal and outstanding results
* Staff initials entered automatically when updating results/results actions

**Clinical Governance** * Conform to HFEA data protection and the concept of ‘special category data’. Special category data is personal data which in GDPR terms, requires a greater degree of protection because it is more sensitive than any other personal data.
* Whole system interrogation capacity including free text searching for audit and clinical governance
* Any changes to a clinical record must be evident by electronic audit
* Configurable clinical templates in line with HFEA and clinic requirements for data capture and retrieval with mandatory fields to ensure completion compliance
* Full audit trail of system (incl, appointments, clinical record, test, diagnosis, recall etc)

**Performance monitoring/KPIs*** Regulatory reporting:
* Finance reporting;
* Ability to capture patient throughput, waiting times, clinical inputs into patient pathways to enable performance and efficiency monitoring
* A fully supported reporting tool in-built within the system with a library of reports
* Ability to extract data either via access or excel to enable bespoke reporting
* Full library of HFEA standard reports
* Statistic report to enable outcome reporting
* Reporting to satisfy monthly financial reports (incl types of treatment, outcomes, CCG responsible)
* Ability to create customised reports
* Create subject access request reports

**Technical Requirements*** Data migration from current provider
* Project schedule for implementation
* Upgrades to be completed remotely & outside of clinic opening hours – reducing impact on clinic capacity
* User guides
* User support groups
* Compliant with data protection
* Training for staff
* Advanced training for “super users”
* A Test and Training environment; to enable effective change control of new configuration and software releases
* Authorisation process for software changes e.g. change request form
* Helpdesk response times –available during clinic opening hours. Urgent calls within 1 hours
* Accessible anywhere – ability to access the system from trusted computer to enable community access which is essential for outreach services
* Road Map to demonstrate continual development
* Disaster recovery plan
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| **Self-Funding*** Ability to create costed treatment plans dependant on clinical options
* Generate invoices based on treatment protocol
* Tracking of payment
* Identification on unpaid invoices
* Ability to generate credit notes relating to cancelled treatments
* Reporting on income and expenditure
* Ad-hoc reporting on self-funding
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| **Super Users*** User permissions, including new users, de-activate user, new passwords
* Task lists
* Configuration of SMS messages
* Configuration of test requests
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**Request for Information (RFI) Questionnaire for completion**

The Trust would like to hear views, suggestions and proposals from interested Providers as part of this early market engagement exercise. All submissions will be treated confidentially. Please note you are not required to respond to all questions.

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| Organisation name: |  |
| Contact name for enquiries about this RFI: |  |
| Contact position (job title): |  |
| Full contact address: |  |
| Telephone No.: |  |
| Email: |  |
| Submission Date: |  |

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| 1 | Please provide a summary/introduction about your organisation outlining the nature and scale of your current experience delivering software solutions relevant to our requirement within the NHS or wider health sector. |
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| 2 | Based on the information provided in this document, is this an opportunity that you would be interested in bidding for and if so, what is the name of the solution that you feel meets the requirements? |
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| 3 | Can you provide a summary of the proposed solution’s overall functionality and how this will meet the requirements? |
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| 4 | Are there any aspects of the current requirements that your solution would not have the functionality to meet, and if so, what would your proposed workaround be? |
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| 5 | Are there any aspects of our current requirements that are unclear, or areas that you feel are obviously missing? If so, please provide them so we can make our specification more accurate. |
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| 6 | Do you offer cloud hosting solutions as part of your service offering? If so, please give a brief overview of this offering and who you partner with.  |
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| 7 | Do you have any other observations of comments in relation to this opportunity? Are there any particular risks that you think we need to be aware of? |
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**THE DEADLINE FOR SUBMISSIONS IS 09:00 MONDAY 1st MARCH 2021**

**PLEASE EMAIL COMPLETED RESPONSES TO** **jon.beeson2@nhs.net**