

1. Project aims

To source and implement a Contracts Management and Invoicing System.

2. Background and business case

The BPAS booking and invoicing system, BIS, is over fifteen years old and no longer fit for purpose. Plans are in place to replace the system with two separate systems, a Booking System and a Contracts and Invoicing System. This Mandate looks specifically at the Contract and Invoicing system.

BPAS provide the majority of its services via contracts with the various Clinical Commissioning Groups (CCG) that comprise the NHS. The contract duration, range of services provided and unit pricing can vary for each contract according to the need and local priorities of each CCG. Within BPAS, the Business Development Unit (BDU), managed by Rosemary Cutmore, is responsible for managing the relationship with CCGs. The BDU manage circa 130 separate contracts.

The BDU currently rely on separate spreadsheets and shared folders to manage this complex collection of contracts and urgently need a contracts database to consolidate and streamline this activity.

BPAS is a very paper-based operation and understanding what services have been provided and should therefore be recharged relies on staff recording activity in a central database (currently BIS). Inevitably this process is time consuming, manual and prone to error. BPAS are about to launch a new case management and electronic patient record system, known as CAS2, which will capture chargeable activity during the patient journey. Activity logs from CAS2 will combine with pricing information held in the contract database to create detailed invoices for CCGs.

3. Project Objectives/ Outcomes

To implement a fully functioning contract life-cycle management and invoicing solution by October 2020.

To remove any dependency on BIS/ BISBOX for contracts management and invoicing purposes.

To improve the efficiency and effectiveness of the Business Development Unit.

To improve the availability and accessibility of quality information to inform strategic and operational decisions.

To streamline the contract management and invoicing processes to reduce error and administrative effort.

4. Scope

The system should be capable of managing all Contracts entered in to by BPAS to provide services to the NHS.

BPAS also provide services to private patients and the system must be capable of holding a Private Patient Price Book.

5. Exclusions

The system is not expected to manage the contracts that BPAS has with its own suppliers.

BIS decommissioning is not part of this project.

6. Constraints

There can be no, or very minimal, business disruption. Migration to any new arrangements must be as seamless as practicable.

The system must comply with UK data protection legislation, regulatory and NHS requirements.

Cloud-based solutions involving data centres (including back-up servers) for processing and/or storing person-identifiable data (PID) must be located in England or Wales.

7. Assumptions

Activity data might be generated from a range of systems (e.g. CAS2 or IVF) or manually entered (where the scale of service doesn't warrant its own system).

8. Costs and budget

ELT are committed to funding the scheme as part of the 2020/21 digital programme.

9. Key stakeholders

The Business Development Unit.

The Finance team headed by Ian Smith.

10. Resourcing

Sponsor – Ro Cutmore

Project Lead – Lisa Bacon

Client leads – Julie Jones and Nick Bates

11. Timescales

System fully operational by October 2020 (TBA)

12. Other

Requirements Specification

Contracts and Invoicing system

1. Technology

Requirement	Any clarification	Bid response
We have a preference for a secure (ISO270001), cloud-based, scalable solution that can adapt to BPAS's changing service delivery model.		
Automated decision-making and work-flow controls to ensure correct processes are followed and 'flags' to alert of potential contract breaches e.g. late invoicing.		

2. Contract life cycle management

Requirement	Any clarification	Bid response
The system must be capable of managing the full contract lifecycle for a range of contracts that vary in service provision, content and duration.		
The system must be capable of producing a range of contract performance reports for the commissioning body i.e. against a suite of criteria.		

The system must be capable of producing a range of contact performance reports for management evaluation e.g. cost v's price.		
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3. Contract bidding

Requirement	Any clarification	Bid response
The system must hold all template contract bidding material.		
The system should hold all historic bidding material, whether the contract was won or not.		

4. Invoicing

Requirement	Any clarification	Bid response
The system must be capable of importing <i>activity data</i> from other BPAS system to produce fully itemised invoices specific to the requirements of each contract. <ul style="list-style-type: none"> It must also be possible to add ad-hoc costs to individual invoices 	Example available on request	
The system must be capable of producing individual invoices for private clients.		

5. Import/ export features

Requirement	Any clarification	Bid response
The system should support open APIs		
The system must be capable of exporting contract parameters to create booking templates in the BPAS booking system. This is so BPAS clients can only book for the services available to them in their CCG area.	Example available on request	
The system must be capable of integration with the BPAS Finance System, Access (https://www.theaccessgroup.com/).		

6. Report writing

Requirement	Any clarification	Bid response
Flexible reporting capability.		

7. Contract Specific Controls (Not sure if this would apply to this system but will be needed somewhere once BIS goes)

Requirement	Any Clarification	Bid Response
Ability to apply contractual restrictions (where applicable) example clients can only access certain units as the prices reflects Zero unit rent costs. Clients accessing CS restricted to certain units.		

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