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**Defence Healthcare Delivery Optimisation**

**(DHDO)**

**Workforce Management Service**

**Request for Information Questionnaire**

Version : 1.0

Date: 8 December 2021

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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 workforce management across Defence Primary Healthcare (DPHC). The workforce management workstream is currently in a market engagement phase with a view to releasing a formal invitation to tender in 2022. The focus of this RFI is on eRostering and eJob Planning capability.
3. The mission for the DHDO programme is to optimise and modernise the delivery of Defence Primary Healthcare (DPHC) in the Firm Base (permanent facilities) 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:

[ISSDev-ASDT-EngageCORTISONE-Gp@mod.gov.uk](mailto:ISSDev-ASDT-EngageCORTISONE-Gp@mod.gov.uk)

no later than **12:00** GMT on **21 January 2022**.

**DHDO WORKFORCE MANAGEMENT QUESTIONNAIRE**

1. **Requirements – Specific to procurement**

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| **Having reviewed the attached draft Workforce Management 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 and for the Authority to confirm that the market can provide the services required. User requirements can be found at Paragraph 31 in the Draft SoR. |

Your Answer:

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| **1.1 eRostering Features**  **A**: **Does your product provide eRostering capability?**  Yes/No  **B:** **Please describe the eRostering capability provided by your product. Please see requirements as part of the draft Statement of Requirements at Paragraph 31.** |

Your Answer:

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| **1.2 Job Planning Features**  **A:** **Does your product provide job planning capability?**  Yes/No  **B:** **Please describe the job planning capability provided by your product. Please see requirements as part of the draft Statement of Requirements at Paragraph 31.** |

Your Answer:

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| **1.3 Workforce Reporting Features**  **A:** **Does your product provide Workforce Management reporting/ Analytics capability? E.g., dashboards, alerts and regular reports.**  Yes/No  **B: Please describe the capability provided by your product. Please see requirements as part of the draft Statement of Requirements at Paragraph 31.** |

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 SoRs?** * **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:  As the Medical Information Services 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 reference 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 (for example e-rostering may be core, job planning may be optional).  Implementation Model including Data Migration  Professional Services Model  Training Services Model (list of training services)  Service Support Mode.  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 and 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 DHDO 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 workforce management 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).  **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 eRostering and eJob planning components may be required to integrate with other applications within and outside of the workforce management 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: