**PRE-PROCUREMENT CONSULTATION QUESTIONNAIRE**

**Request for Information (RFI)**

**Provision of Healthcare Clinical Information Systems**

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

NHS Shared Business Services (NHS SBS) is consulting on its proposed tender to support Health and Social Care Organisations across the UK and help deliver comprehensive and effective Healthcare Clinical Information Systems.

The purpose of this Pre-Procurement Consultation Questionnaire is to gather information to define and develop our national procurement strategy for Digital Health solutions and to support the development of the service specification for the proposed Framework Agreement to meet the needs of Health and Social Care Organisations across the UK. This questionnaire enables NHS SBS to engage with potential providers prior to the release of any official tender documents in the Journal of the European Union (OJEU).

The aim of this questionnaire is to notify the market of our future plans and to gauge interest in this opportunity to provide Healthcare Clinical Information Systems. We are looking to engage with providers of clinical information systems for Primary, Acute and Community Healthcare in addition to integrated care solutions applicable to Social Care and wider public sector care settings.

The Lot structure of the current framework is as follows:

Lot 1 – Core Clinical System Requirements applicable to all NHS Services

Lot 2 – Integrated Emergency Care System Provision

Lot 3 – Theatre System Provision

Lot 4 – Child Health System Provision

Lot 5 – Maternity System Provision

Lot 6 – E-Prescribing System Provision applicable to all e-prescribing requirements in the NHS

We would particularly like any thoughts on the current Lot structure and any innovative or new Clinical Information Systems in service areas that are not covered above.

Our initial market research has suggested re-structuring the procurement along the following key areas and market segments as shown in Table 1:

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| * Core digital healthcare clinical tools including electronic patient records (EPR), patient administration systems (PAS), patient management, e-Prescribing – across all NHS settings (Primary, Secondary (which included acute), and Community). |
| * Population Health (Integrated Care records, LHCRE) applicable for Social Care and wider Public Sector care settings; |
| * Urgent Care & Emergency Care, Operating Theatre systems; |
| * Departmental solutions (sub-lots):   + Sexual Health   + Maternity   + Mental Health   + Child Health etc. |
| * Data analytics, reporting, visualisation and dashboards (including Command Centre); |
| * Data transfer & portability: products that enable integration and inter-operability (such as APIs) across an eco-system of Digital Health platforms. |
| In addition we are considering inclusion of two additional areas: |
| * Implementation support services to enable planning, transition, migration and delivery of these often specialised solutions. The digital and professional project services within scope of this area could potentially include: architecture and design, transition and migration support, service or modular platform integration. |
| * Software-based collaboration solutions, to enable the sharing of patient records and imagery using, for example, Mobile applications or Video consultation capabilities as an add-on to the core platform. |

**Table 1: Indicative lot structure for replacement Framework Agreement**

We would therefore welcome feedback on the proposals described above, identifying areas that are of interest and which reflect the latest market developments – and equally identifying areas where no change is required since there may be no likely demand.

**About NHS Shared Business Services**

NHS Shared Business Services Ltd (NHS SBS) is concerned with driving improved procurement and commercial efficiencies initially across the health economy within England to deliver highest quality patient and social care by:

* Obtaining improved quality of goods and services through the provision of world class procurement, commercial services and leverage to enable cash releasing savings that will be reinvested, to enhance the quality of patient care, their safety and also to reduce process inefficiencies and waste.
* Providing competent purchased healthcare project management support that meets the needs of our Participating Authorities.

With the objective of delivering maximum value to the Health and Social Care system NHS SBS works with its customers to aggregate demand, commit volume and ultimately deliver strong value-adding procurement solutions in the form of Framework Agreements and contracts. Our operating model provides for enhanced pre-tender engagement with the supplier base as a means of supporting this activity and ensuring maximum value is obtained from the tender and resulting Framework.

**Pre-Procurement Consultation Questionnaire**

NHS Shared Business Services would like to hear about your organisation including any views, suggestions and proposals as part of this early market engagement exercise. Responses should be answered within the text spaces below, within the word count, and must be returned as one single document. All submissions will be treated confidentially. Please note you are not required to respond to all questions.

Please respond either through the EU Supply tender portal, tender reference 41349 or directly to Andrew Payne, [andrew\_payne@nhs.net](mailto:andrew_payne@nhs.net) by **12:00 noon on 13th October 2020**

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| --- | --- | --- | --- |
| 1 | Please provide a summary of the Healthcare Clinical Information Systems you provide to the NHS or Social Care including an outline of the nature and scale of your current service delivery activities. | | |
|  | | **Word count limit 500** |
| 2 | Please describe any Clinical Information Systems that would not be covered in the current Lot structure which you believe could be used by Health and Social Care customers in future. Please include any changes and impact that the coronavirus (Covid-19) pandemic may have had on Health and Social Care requirements, and include any potential areas for innovation. | | |
|  | | **Word count limit 500** |
| 3 | Please review the proposed Lot structure shown in Table 1 and provide any feedback | | |
|  | | **Word count limit 300** |
| 4 | Do you have any thoughts on future requirements that Health and Social Care customers have for Healthcare Clinical Information Systems? Your response could cover the following [goals of LHCRE, other Digital health trends]:  •Functionality for patient services across all community settings.  •Support of patients in the community setting and any systems required to support these.  •How systems can facilitate the integration of services over different geographical areas.  •Digital Pathology requirements. | | |
|  | | **Word count limit 300** |
| 5 | What is your estimate of the size of the market in your specialist area, and what metrics do you use to measure this? Could you please describe where you feel you sit in terms of market share? | | |
|  | | **Word count limit 300** |
| 6 | Please provide an example of the pricing model(s) used to charge for your services to the Health and Social Care Organisation. | | |
|  | | **Word count limit 300** |
| 7 | Please outline how you could facilitate Cloud-based (e.g. Software-as-a-Service) clinical information systems and what the data processing, GDPR or sub-contractor impacts may be. | | |
|  | | **Word count limit 300** |
| 8 | Please outline how you could facilitate an Internet First solution as per NHS Digital’s policy[[1]](#footnote-2). Will your future clinical information systems have any dependency on Health and Social Care Network (HSCN) connectivity? | | |
|  | | **Word count limit 300** |
| 9 | Are you currently on any other Framework Agreements? If so, please confirm which ones. | | |
|  | | **Word count limit 300** |
| 10 | What do you think are the key deliverables and challenges in delivering Healthcare Clinical Information Systems to Health and Social Care customers? You can include any information on terms and conditions that may influence your decision to apply to join this framework agreement. | | |  |
|  | | **Word count limit 300** |
| 11 | Are there any other key issues or restrictions that would make tendering for this opportunity not worthwhile? How can NHS Shared Business Services make this procurement opportunity more attractive to you? | | |
|  | | **Word count limit 300** |
| 12 | Are you are happy for us to contact you directly in relation to this market engagement exercise for additional meetings/conference calls. | | |
| *Yes* | *No* | |
| 13 | Please confirm if you are interested in bidding for this Framework Agreement and would like to be included in any future communications about the progress of this project | | |
| *Yes* | *No* | |
| 14 | Any Further Comments | | |
|  | | **Word count limit 300** |

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 questionnaire and all responses received are in no way legally binding on any party.

NHS Shared Business Services reserve the right to withdraw this notice at any time. NHS Shared Business Services is not bound to accept any proposals submitted by Providers and is not liable for any costs incurred as a result of Providers engaging with this process. This Early Market Engagement Exercise does not guarantee that procurement will take place and NHS Shared Business Services reserves the right to defer from any procurement entirely.

1. <https://digital.nhs.uk/services/internet-first> [↑](#footnote-ref-2)