Commercial Procurement Services

Countess of Chester Hospital **NHS**
NHS Foundation Trust

National Framework Agreement for a Managed Service for the provision of Digital Transformation Solutions

Project Reference: F/050/MDTS/18/MH

SCHEDULE A

FRAMEWORK AGREEMENT SPECIFICATION

Commercial Procurement Services

Countess of Chester Hospital **NHS** NHS Foundation Trust

SUPPLY SPECIFICATION

A.1 Aims and Objectives of the Framework

The Countess of Chester Hospital NHS Foundation Trust's Commercial Procurement Service wishes to establish a Framework to enable and support digital transformation within the NHS and wider public sector. The purpose of this Framework is to enable a provider to supply both agile technological solutions and also harness and deliver scalable solutions developed at a local level, under a managed service.

Call-off Contracts awarded under this Framework will be bespoke to client requirements and therefore may range in size and scope from a full managed service, or could be limited to bespoke projects and support.

This Framework seeks to put in place a Supplier of managed services technology provision (including hardware and software as appropriate), and technical expertise provision to enable Clients to deliver exceptional service through the use of world-class digital technology. The successful Supplier will be a provider of technology and informatics services, who will support Client organisations in delivering the Five Year Forward View (FYFV) technology vision and other digital transformation projects.

The Supplier must therefore be able to supply (or subcontract) the delivery of all services in order to achieve the following, but not limited to desired outcomes for Clients:

1. To provide Clients with a single point of access to supply technology related managed services in order to streamline related pathway, supply chain and support services. This will include the provision of new solutions and support and/or the management of existing solutions;

2. To provide Clients with the delivery of system wide technological reform, offering solutions which can be accessible by patients, clinicians, practitioners, temporary and permanent workforce;

3. To support and guide Clients in their digital roadmap to ensure system interoperability and paper-less environments through the implementation of coordinated plans and overall management of the supply chain in order to meet required outcomes (note: this may drive additional requirements to take on and provide the overarching management of existing IT contracts and Service Level Agreements (SLA's), to ensure the overall authority digital objectives are met). This will include the provision of bidirectional standards based interoperability, and solutions to deliver a paper-less environment;

4. To provide Clients with consultancy on organisational or Health system wide digital roadmaps and associated project plans. This will include the provision of strategic consultancy for Clients in order to achieve digital objectives;

5. To provide Clients with business case writing submissions and support in order to secure organisational or central funding;

6. To provide agile cloud based solutions which can work both laterally and bilaterally with incumbent systems. This will include the provision of bespoke agile cloud-based solutions to streamline patient pathways, staff efficiency and clinical practice;

7. To provide Clients with support and delivery of in-house technology and innovations. This will include the provision of support to enable the development and support of in-house solutions;

8. To offer solutions that will revolutionize the patient and staff experience across the health and social care setting, as well as improving quality and safety of services. This will include the promotion, sharing and delivery of in-house solutions;

9. To be able to provide whole systems intelligence to support population health management and effective commissioning, clinical surveillance and research;

10. To offer solutions that give real time analytics and support clinical decisions at the point of care;

11. To provide training and support to ensure Clients have a digitally skilled workforce and culture;

12. To work with Academia, Academic Health Science Network's and other innovation sources to deliver new and innovative solutions across public sector organisations and for the benefit of the UK population.

A.2   Supplier Accreditations and Standards

The individual standards and certifications required will vary depending on the scope of each project. The specific requirements will be agreed during the contract award process for each Call-off Contract. The Supplier will be required to meet all statutory requirements relevant to each Call-off Contract, whether or not they are specifically listed within contractual documentation.

The following sections provide an overview of the likely requirements the successful Supplier will be required to have and/or to meet as a minimum.

Where a standard is listed, this includes any amendments to the standard, or any equivalents to the standard that are applicable to Scotland, Wales or Northern Ireland.

Where a standard is required, equivalent standards will be considered, however the Supplier will be required to demonstrate the equivalence to the Client prior to Call-off Contract award.

A 2.1 General Standards

The Supplier must adhere to best practice industry standards to which their service relates at all times.

The Supplier shall ensure that system and software security and data protection is maintained to the level required by the standards set out in the Framework documentation and as agreed with the Client for each Call-off Contract.

Examples of the General Standards which may apply, but not be limited to individual Call-off Contracts are as follows:

- ISO9001 : 2015

- Cloud - UK Specific: Cyber Essentials Plus (Cyber Threat Protection), G-Cloud (UK Government Standards)
- Cloud - Internationally: CSA (Cloud Security Alliance), ISO9001, ISO27001, ISO 27017, ISO 27018
- Interoperability – XDS, HL7, FHIR DSTU2, CDA2
- Cloud - Tier 3+ hosting
- N3/HSCN connectivity
- NHS Digital IG Compliance and Data Assurance
- Penetration Testing to ISO27001 standards
- Any amendments to the above.
- Any equivalents to the above that are applicable to Scotland, Wales or Northern Ireland

A 2.2 Corporate Governance

Persons employed by or subcontracted by the Supplier may come into contact with Patients and/or Patient data during the course of a Call-off Contract. The Supplier and the relevant individuals must have completed the relevant checks and have the required governance in place as agreed with the Client.

The Supplier may be required to comply with the following, but not be limited to, for individual Call-off Contracts:

- Data Protection Act 2018
- Caldicott Guidelines 1997
- The relevant requirements of the Access to Health Records Act 1990
- Freedom of Information Act 2000
- Access to Medical Reports Act 1988
- Confidentiality Code of Practice 1998
- The relevant requirements of the Care Standards Act 2000
- Any other relevant statutory requirements.
- Any amendments to the above.
- Any equivalents to the above that are applicable to Scotland, Wales or Northern Ireland

A 2.3 Environmental

The Supplier undertakes to adopt and follow a sound environmental management policy so that its activities comply with all applicable environmental legislation and regulations, and that its products or services are procured, produced, packaged, delivered and are capable of being used (and ultimately disposed of) in ways that are appropriate from an environmental protection perspective.

The Supplier warrants that it has obtained ISO 14000/14001 or equivalent (and/or EMAS) certification for its environmental management system and shall comply with and maintain such certification requirements.

The Supplier shall comply with relevant obligations under the Waste Electrical and Electronic Equipment Regulations 2002/96/EC and as amended.

A 2.4 Project Management

Examples of the Project Management Standards which may apply, but not be limited to individual Call-off Contracts are as follows:

- The Supplier will use PRINCE2 methodology (or equivalent), supplemented where appropriate by the tools and methods of the Supplier's own project management methodologies.
- The Supplier must operate a defined and documented project management process.
- The Supplier must operate a defined and documented quality management system.
- The Supplier will work closely with the Client and integrate in an adaptive and responsive way with the Client's management teams.
- The Supplier will effectively communicate with and manage the supply chain to deliver the services for and with Clients.
- Projects will be delivered in accordance with defined programmes of work to be agreed with each Client for each contract called off from the Framework Agreement.
- The Supplier will ensure that the Services are delivered with minimum disruption to the day-to-day operations of the Client Organisation.
- The Supplier must ensure that the Services do not negatively impact on the Client's operations, for example on patient care.
- The Supplier will effectively performance manage any subcontractors (and their supply chains) in performing the Services.
- The Supplier will effectively manage its costs and budgets to prevent cost over-runs.
- The Supplier will achieve value for money and continuous improvement which will be measured by Key Performance Indicators agreed with the Client. Key Performance Indicators will be agreed as part of the Call-off contract award process.

A 2.5 System Development Environment

Any requirements analysis or requirements capture shall be based on a methodology agreed with the relevant Client.

A 2.6 Data Standards

The Supplier shall develop, document, operate and maintain standards and procedures for ensuring the quality and integrity of all key data. These standards and procedures must be agreed with the Client prior to call off contract award. The Client may request these written standards, which should be provided to the Client within 10 working days of a request received by the Supplier.

Examples of Key data which may apply, but not be limited to individual call off contracts are as follows: location codes, clinical coding standards, ODS codes, OPCS codes, ICD10 codes, SNOMED and Read codes.

A 2.7 Information Standards

The Supplier will comply with the following information standards listed here: (and as amended)

https://digital.nhs.uk/information-standards

A 2.8 Version Control

The Supplier must have procedures which ensure that only the correct release or version of a deliverable can be delivered to the Client. These can be tailored to the individual Call-off contract based on specific requirements but the overall procedure structure must already be in place. The Supplier shall provide a copy of the draft procedures to the Client for its approval. On receipt of such approval, the Supplier shall then operate those procedures.