

National Framework Agreement for Audiology Patient Management Systems

Project Reference: F/079/AUD/21/IB

SCHEDULE A
SPECIFICATION

SCHEDULE A. FRAMEWORK AGREEMENT SPECIFICATION

Overview

The objective of this framework is to provide Public Sector Organisations (“the Client”) with a compliant route to contract for a specialist Audiology Patient Management System, along with all associated and support services.

The Audiology Patient Management System will be used by NHS Audiology departments and services, and related NHS services such as Ear Nose & Throat (ENT) departments. The System supports the ability to manage all aspects of daily patient flow and general departmental management.

General Requirements (Applicable to Both Lots)

The Supplier must be registered with the Information Commissioners Office as a Data Processor throughout the life of the Framework Agreement and the period of all Contracts called off from the Framework Agreement.

The Supplier must take full responsibility for implementing and supporting their Audiology Patient Management System regardless of whether those goods or services are delivered by the vendor or a third party(s).

The Supplier must hold, and commit to hold throughout the period of the Framework Agreement and any Contracts called off from the Framework Agreement, all necessary OEM accreditations and licences and rights to exploit any intellectual property for each element of software modules that are considered to form part of the product/application proposed.

On written request from a Contracting Authority, the Supplier must provide relevant sections of any third party contracts on which they rely to deliver their proposed Audiology Patient Management System. Such contracts, where they exist, must be of sufficient nature so as to support the requirements of the Contracting Authority.

The Supplier must agree to enter into an escrow agreement with a Contracting Authority calling off a Contract from the Framework Agreement. The escrow agreement will cover any and all system-specific software supplied as part of the Supplier’s Audiology Patient Management System.

Framework Structure

This framework will be split into two lots as follows:

Lot 1: Provision of Complete Audiology Patient Management System

- This Lot is suitable for use by any Client wishing to procure a complete new system.
- This includes all associated, service, maintenance and support.
- This Lot includes support for the transition to the Supplier’s Audiology Patient Management System from a Client’s legacy system,
- Lot 1 of this Framework Agreement will be a multi-supplier Lot and as such further competition will be required prior to contract award.

Lot 2: Provision of ongoing service, maintenance and support.

- This Lot is suitable for use by any Client that has an existing Audiology Patient Management System and needs to procure ongoing services to enable to continued operation of the system.
- Lot 2 of this Framework Agreement will be a multi-supplier Lot. Call-off contracts may be awarded under this Lot to the supplier of the existing Audiology Patient Management System without further competition.

Any Client who procures a complete system through Lot 1 may then subsequently use Lot 2 to procure their ongoing requirements in future years.

Lots 1 and 2 will be multi-supplier. Under Lot 1, Clients will undergo a mini-competition process which includes their bespoke organisation and site requirements before awarding a call off contract. Lot 2 will allow direct award to ensure compatibility with the existing Audiology Patient Management System.

Lot 1: Provision of Complete Audiology Patient Management System

The Audiology Patient Management System should be user friendly and intuitive to use.

The Audiology Patient Management System will be customisable for use in various healthcare environments to meet the requirements set out in this specification and the requirement of Contracting Authorities.

The Audiology Patient Management System must not compromise any Contracting Authority's compliance with the NHS Data Security and Protection Toolkit (DSPT) Standard. (or equivalent data security toolkits or equivalent in Scotland, Wales and Northern Ireland, where applicable), and with those of any future NHS data security standards as appropriate throughout the life of the Framework Agreement and during any Contract whose performance concludes outside the period of the Framework Agreement. The Supplier will use its best endeavours to ensure that software updates do not jeopardise the compliance referred to in this clause.

The Audiology Patient Management System must support role-based user access and be accessed through secure password or pass card.

The Audiology Patient Management System must provide that screens lock after a predefined period of inactivity if required and log a user out of the system on screen lock.

Users must log in to the system to access any functionality.

The Audiology Patient Management System must support the authentication of individual users and not just groups.

All user authorisation facilities must be maintained centrally and integrated across all system modules, such that user/group access profiles can be defined once and applied consistently through the system.

The Audiology Patient Management System must be capable of implementing and supporting role based access via Active Directory.

The Audiology Patient Management System must contain controls that can ensure that individuals can be held accountable for their actions.

The Audiology Patient Management System must be compatible with all commonly used server/client anti-virus software.

The transfer of data via wireless or fixed line communications must be protected from interception, where sensitive data is being transmitted over a public network, e.g. the internet.

Data transferred and/or stored by the Supplier outside of an NHS environment must be encrypted, with an encryption key length of 128 bits as a minimum.

Backup processes must not involve system down time, interruption or degradation of service.

The Audiology Patient Management System must be available to staff 24 hours per day, 7 days per week and 365 days per year (366 days in a leap year). Any system must provide for a complete disaster recovery (DR), which will require the same level of support as the normal live system.

The Audiology Patient Management System, if web-enabled, must operate properly with standard configurations of all commonly available network browsers. Any restrictions on network browsers or on versions thereof supported must be notified to the Framework Manager and to Contracting Authorities

The Audiology Patient Management System, if web-enabled, must conform to W3C DFA (Designed for all) Standards.

All products supplied in connection with the Framework Agreement must be CE certified under the relevant directive.

The Supplier must operate a defined quality management system for the design, development, manufacture, service, installation and distribution of their Audiology Patient Management System to the standard of IS EN ISO 13485:2016 or operate a quality management system to an equivalent level. Details of this quality management system will be made available to Contracting Authorities on request.

The Supplier must operate a defined quality management system for their servicing and technical support services. Details of this quality management system will be made available to Contracting Authorities on request.

The Supplier must follow a defined and documented software quality accreditation process to a level at least equivalent to that of IS EN ISO 13485:2016 (or an equivalent recognised standard).

The Supplier must operate a defined and documented information system security management system to a level at least equivalent to that of IS EN ISO 27001:2013 (or an equivalent recognised standard). Details of this information system security management system will be made available to Contracting Authorities on request.

The Supplier must be committed to continuous product improvement with a clear development roadmap for their product/applications proposed. The Supplier must commit to provide details of expected enhancements with scheduled dates for same to Contracting Authorities.

The Audiology Patient Management System should have the functional capability to aggregate data across a multi-site hospital, across a Sustainability and Transformation Project Ref: F/079/AUD/21/IB

Partnership / Integrated Care System footprint (in England), across a Local Health Board (in Wales), across an NHS Board (in Scotland) or across a Health and Social Care Board (in Northern Ireland) (hereafter referred to as a “healthcare group”) so as to provide a group wide view of data from all associated organisations within the health and care system. This should include group wide functionality to view real-time data captured which should be displayed and reported at individual organisation level within each of the functional areas outlined throughout this specification. If this functionality is not currently available, the Supplier should consider this in their development pipeline.

The Supplier will provide a comprehensive administrative software system including, but not limited to:

- Appointment booking that allows a clear view of staff availability, appointments scheduled and appointment status with “at a glance” visibility of key information such as:
 - Date and time
 - Status showing all resources required for an appointment
 - Reason for the appointment
 - Appointment’s outcome status
 - Further information about appointment, e.g. special preparations to be made by audiologist in advance
 - Projected wait times for patients
- Ability to easily track patient progress through all stages of their pathway
- Resource planning functionality that allows coordination of resources, including individual and group timetables and recurring appointments, and intuitive workflows that allow easy overview of tasks.
- Audiometry functionality including:
 - Ability to programme digital hearing instruments
 - Audiogram management able to store, display, manipulate and report on the full range of audiograms required by an NHS Audiology department, including but not limited to pure tone audiometry, graphical speech, high frequency and children’s audiometry
 - Audiogram manipulation will be user-configurable across a range of parameters including but not limited to customisable threshold symbols and line drawing, audiograms viewable in split or large mode, audiogram stacking / superimposing
- Journal functionality including:
 - A quick overview of the patient’s relationship
 - Fast entry of journal text
 - Signing each journal post directly in the Audiology Patient Management System with no printing required
 - Signed and unsigned journal entries are easily visible in the list
- Stock handling functionality including:
 - Track and monitor the history of a hearing instrument, including service costs and stock statistics.
 - Match a specific client to a specific hearing instrument
 - Barcode stock verification
 - Easy registration of articles by either serial number or quantity/price with individual information on manufacturer, specifications, etc.
 - Set up automatic ordering at certain stock levels and get exact valuation of stock

The Audiology Patient Management System will include a secure and searchable patient record database. Search parameters should include, as a minimum:

- Basic patient information (name, NHS number, birthday, National Insurance number, any local patient identifier, address, telephone numbers, e-mail addresses)
- Medical information such as referring physician, chart notes, appointments and medical background
- Audiograms and other hearing test results transferred directly from Noah-compatible measurement modules
- Hearing aid fitting data
- Hearing aid serial number

Interfacing with measuring instruments and software systems

The Audiology Patient Management System will interface with measuring instruments, including but not limited to audiometers and impedance instruments for reflex and tympanogram measurements from a range of manufacturers.

The Audiology Patient Management System must be fully compatible with the Noah software system (developed by HIMSA) used by NHS Audiology departments.

The Audiology Patient Management System must interface seamlessly and securely with the Noah software system.

The Supplier will ensure that full compatibility with the latest version of the Noah software system is maintained throughout the period of this framework and the period of any contract called off from this framework.

The Audiology Patient Management System should interface seamlessly and securely with a range of Electronic Patient Record / general Patient Administration Systems in use throughout the UK.

Interfacing with ENT and Surgery teams

The Audiology Patient Management System will enable ENT clinicians, hearing therapists, and teachers of hearing impaired students to communicate directly and electronically with audiology clinics via secure channels.

The Audiology Patient Management System will enable task assignment, allowing sending users to send electronic tasks directly to the Audiology department

The Audiology Patient Management System will allow an ENT department to access, view and print client data from an audiology department, and vice versa.

Transition Support

Implementation processes must follow a defined and documented project methodology (for example PRINCE2).

The Supplier may provide professional services to support the successful implementation of their system. This may include:

- Project Management
- ICT Services
- System Administration
- Implementation Services
- User & System Support
- Interface Services

Training

Suppliers will provide comprehensive training, both on-site and on-line, to support the successful implementation of their system.

Training for key staff will be available during implementation, at go live and in the post go live period.

Training will be tailored to the needs of potential users across the hospital and or healthcare system.

Suppliers will provide Contracting Authorities with online documentation to assist the Contracting Authority in its use of the Audiology Patient Management System.

Customer Service, Support and Maintenance

The Supplier must provide exemplary customer service and support to ensure Client satisfaction is maintained at all times. The Supplier must provide the Client with support tailored to the Client's needs. This must include:

- Helpdesk support services available during normal Audiology Department operational hours with a realistic response time based on severity. Where helpdesk is not UK based, any on-site support services must be UK based.
- Support for all staff. This may include IT trained staff, and staff who have received Audiology Patient Management System training but are not IT skilled staff
- Use of remote access tools, via HSCN connection if appropriate, to minimise disruption to Clients
- Fault monitoring and prioritisation with agreed response times
- Call escalation process
- System bug fixes and system updates
- On site reinstallation process available, if required
- System training – this may be on or off site including remotely, and to varying levels of Client personnel
- Self-Service Help and Support e.g. troubleshooting and user guides

Optional support services may include a range of levels of service and support options to Clients and helpdesk services outside normal Audiology Department operational hours. Any optional support services will be agreed between the Supplier and the Client for each Contract.

Lot 2: Provision of Ongoing Support to enable the continued operation of an Audiology Patient Management System

Under this Lot, Suppliers must be capable of providing ongoing hardware, consumables, service, maintenance and support to facilitate the continued operation of an existing Audiology Patient Management System.

Any Client, who procures a complete system through Lot 1 may then subsequently use Lot 2 to procure their ongoing requirements in future years.

Service and Support Infrastructure

The Supplier must operate a defined quality management system for their servicing and technical support services. Details of this quality management system will be made available to Contracting Authorities on request.

The Supplier must provide exemplary customer service and support to ensure Client satisfaction is maintained at all times. The Supplier must provide the Client with support tailored to the Client's needs. This must include:

- Helpdesk support services available during normal Audiology Department operational hours with a realistic response time based on severity. Where helpdesk is not UK based, any on-site support services must be UK based.
- Support for all staff. This may include IT trained staff, and staff who have received Audiology Patient Management System training but are not IT skilled staff
- Use of remote access tools, via HSCN connection if appropriate, to minimise disruption to Clients
- Fault monitoring and prioritisation with agreed response times
- Call escalation process
- System bug fixes and system updates
- On site reinstallation process available, if required
- System training – this may be on or off site including remotely, and to varying levels of Client personnel
- Self-Service Help and Support e.g. troubleshooting and user guides

Optional support services may include a range of levels of service and support options to Clients and helpdesk services outside normal Audiology Department operational hours. Any optional support services will be agreed between the Supplier and the Client for each Contract.

Suppliers will provide a detailed maintenance schedule at the commencement of each Contract.

Remote Diagnostics System

Suppliers will provide system monitoring that allows remote monitoring by the Supplier to detect any faults or issues, with remote rectification of faults, where possible, undertaken by the Supplier provided that the Supplier is afforded remote access to any Software at the Authority facility or installation site that is necessary to provide such support.

Uptime and Availability

Systems must be available to staff 24 hours per day, 7 days per week and 365 days per year (366 days in a leap year). Any system must provide for a complete disaster recovery (DR), which will require the same level of support as the normal live system.

Backup processes must not involve system down time, interruption or degradation of service.

Suppliers will maintain help desk support to receive technical support requests by toll-free telephone call during normal Audiology Department operating times for the term of any Contract called off from the Framework Agreement.

Suppliers will provide an experienced, multi-person UK based service organisation available for maintenance and support.

The Supplier will provide guaranteed minimum response times to service tickets raised by a Contracting Authority.