NHS

London Procurement Partnership

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Commercial advantage for the NHS by the NHS

Technology and Consultancy Workstream

Overview for Clinical and Digital Information Systems (CDIS) Framework

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1 Introduction

NHS London Procurement Partnership (LPP) is hosted by Guy's and St Thomas' NHS Foundation Trust. Its primary purpose is to provide procurement support to the NHS and public sector.

LPP has established the Clinical and Digital Information Systems (CDIS) framework which consists of suitably experienced, capable, qualified and resourced suppliers available for use by NHS trusts, clinical commissioning groups, GP services and other health and social care providers within the United Kingdom and Northern Ireland, as well as local authorities and third sector organisations. The purpose of the framework is to provide a compliant route to market for each of the initiatives. LPP will provide consultancy and procurement support to the buying authorities.

A formal tender process was conducted using a Restricted Procedure advertised in the Official Journal of the European Union (OJEU) Ref: 2016/S061-104740 inviting bids in relation to the provision of the specified requirements.

The Invitation to Tender (ITT) was structured into four (4) separate lots. The scope of the LPP framework (LPP/2015/023) covers a wide variety of requirements categorised into the following lot structures:

Lot 1– Electronic Patient Records (EPR)
Application software, deployment including data migration activities, change management, maintenance and service management.

> Sub-lot 1.1: Acute
>
> Sub-lot 1.2: Mental health
>
> Sub-lot 1.3: Community health
>
> Sub-lot 1.4: Child health

Lot 2 – Hosting Solution
This will include service management of the hosting solution.

Lot 3 – Enabling Systems Supporting EPR & Digital 2020
Reporting functionality, integration, interfacing, interoperability, multi-functional devices, hybrid mail and document management services.

> Sub-lot 3.1A: Multi-functional devices, printers, maintenance and associated consumables, print audit, communication products and services, fully managed document service (MFDS/COMMS/MPS) (**buy or lease only**)
>
> Sub-lot 3.1B: Multi-function devices, printers, maintenance and associated consumables, print audit, communication products and services, fully managed document service (MFDS/COMMS/MPS) (**managed print service**)

Sub-lot 3.2: Hybrid mail and related communication services (HMS)

Sub-lot 3.3: External print and related services (EPS)

Sub-lot 3.4: Document management services (DMS1 - storage, DMS2 - scanning, DMS3 - EDRMS and DMS4 – managed service)

Sub-lot 3.5: Interoperability and interfacing

Sub-lot 3.6: Clinical and patient portals

Sub-lot 3.7: Informatics and reporting

Lot 4 – Specialised Digital Solution and Professional Services
Including mobile working, patient support, medicines management solution, patient workflow solutions and innovation

Sub-lot 4.1: Mobile working and bring your own device (BYOD)

Sub-lot 4.2: Tele-health

Sub-lot 4.3: Professional services

Sub-lot 4.4: Medication management solutions

Sub-lot 4.5: Patient support solutions

Sub-lot 4.6: Patient workflow and tracking

Sub-lot 4.7: Innovation

2   Period of the framework/agreement contract

The framework agreement is in place for a four year period commencing 8th December 2016 until 7th December 2020.

The contract agreements can be awarded for the following periods:

Lot 1	Sub-Lot 1.1-1.4	up to 4 years + 6 years	maximum of 10 years
Lot 2	(no sub-lot)	up to 4 years + 6 years	maximum of 10 years
Lot 3	Sub-Lot 3.1	up to 5 years + 5 years	maximum of 10 years
Lot 3	Sub-Lot 3.2	up to 3 years + 2 years	maximum of 5 years
Lot 3	Sub-Lot 3.3	up to 3 years + 2 years	maximum of 5 years
Lot 3	Sub-Lot 3.4	up to 5 years + 5 years	maximum of 10 years
Lot 3	Sub-Lot 3.5-3.7	up to 4 years + 6 years	maximum of 10 years
Lot 4	Sub-Lot 4.1-4.7 (except 4.3)	up to 4 years + 1 year	maximum of 5 years
Lot 4	Sub-Lot 4.3	up to +1 year+1+1+1+1	maximum of 5 years

Extension period to be set by the organisation running the further competition

3 Framework/contract overview

The NHS is entering a period of significant change and financial constraints. This brings a degree of uncertainty about future requirements. Therefore the aim of the framework is to ensure that the following are high on the agenda for bidders:

- **Patient-centred:** the patient is able to determine and control their care through their interactions with the health system;

- **Networked**: works in synergy with health, social care and third sector systems to enable an overarching patient record;

- **Intelligent:** able to extract and display data in clear numerical, written or graphical formats;

- **Intuitive:** simple, easy to use, does not require complex training;

- **Future-proof:** able to adapt to changing platforms and end-user devices and capable of supporting the future development of integrated care systems;

- **Innovative:** use of advanced technologies, e.g. tablets, apps, mobile working, remote telemedicine etc.;

- **Flexible**: to meet new approaches to patient care;

- **Agile**: rapid system development to service evolving requirements;

- **Local**: configuration and control by individual organisations;

- **Performance:** high level of service performance with continuous improvement.

The CDIS framework allows the buying authority to either access direct award or mini competition routes to procurement. The framework agreement can be accessed by:

- NHS provider organisations
- Commissioning support units (CSUs)
- clinical commissioning groups (CCGs)
- GP
- health and social care providers within the United Kingdom and Northern Ireland
- local authorities
- third sector organisations.

The value of the framework will be between £800 million and £1.3 billion and the buying authority has the option to take any sub-lot/lot individually or to take as many as they wish.

3.1 Benefits of using the framework
- Aggregation of spend and leverage of the Government's overall requirement to deliver better value for money.

- Improves on cashable savings for the public sector (e.g. NHS).

- Supports health and social care providers to meet national requirements and vision across multi-functional services, applications and solutions.

- Establishes strategic relationships with key suppliers to the public sector in order to take out excessive cost, improve performance and align suppliers with government and public sector organisational priorities.

- The buying authority can either call-off from the framework or re-open competition within it, removing the need for them to conduct full tender exercises or lengthy supplier evaluations each time they have a requirement. This saves time and cost associated with laborious procurement exercises and minimises duplication of time and effort for both buying authorities and suppliers.

- Leveraging of further volume advantage and economies of scale through the aggregation of multiple organisations to run joint mini-competitions.

- By working with others and using the support of LPP the buying authority can share experience, workload and lessons learnt for improvements to support fellow health and social care providers and/or local government authorities.

- The established framework is fully compliant with the Public Contracts Regulations Act of 2015 thereby minimising any potential risk.

- The framework will be managed and monitored by NHS LPP. Therefore the views and requirements of the buying authority will be taken into account when reviewing and developing any future contracting arrangements.

- Improved flexibility to determine the specific requirements at the contract award and call-off order stage.

- Allows public sector organisations to have more control of local requirements and increase service performance without interfering with the core IT and clinical requirements.

4 Lot 1 Electronic Patient Records (EPR System)

4.1 Contract suppliers

Sub-Lot 1.1 Acute	
▪ Allscript Healthcare (IT) UK Ltd	▪ Epic Systems Corporation
▪ Cambio Health Care	▪ IMDSoft
▪ Cerner Ltd	▪ IMS Maxims
▪ Centennial MIT	▪ InterSystems Corporation
▪ CSC Computer Sciences Ltd	▪ Servelec Healthcare
▪ EMIS Health	▪ System C Healthcare Ltd

Sub Lot 1.2 Mental Health	
▪ Advanced Health & Care	▪ CSC Computer Sciences Ltd
▪ EMIS Health	▪ Epic Systems Corporation
▪ CareWorks Ltd	▪ IMS Maxims
▪ Cerner Ltd	▪ Servelec Healthcare

Sub Lot 1.3 Community Health	
▪ Advanced Health & Care	▪ Cerner Ltd
▪ Alert	▪ CSC Computer Sciences Ltd
▪ EMIS Health	▪ Epic Systems Corporation
▪ CareWorks Ltd	▪ IMS Maxims
▪ Centennial MI	▪ Servelec Healthcare

Sub Lot 1.4 Child Health	
▪ Advanced Health & Care	▪ Epic Systems Corporation
▪ EMIS Health	▪ IMS Maxims
▪ Centennial MIT	▪ Servelec Healthcare

4.2 Key benefits

- Lot 1 is to support health and social care services to integrate current patient record systems across (specialist) department/units/diagnostics services such as pathology, radiology, pharmacy, renal units, drug and alcohol services, eating disorders, learning disabilities, etc.

- A large variety of systems to meet the needs of a range of public sector organisations and to ensure flexibility to meet the organisation's size, strategic views and plans and best value for money cost saving.

- The specification has been built around current central and local government standards and has been future-proofed to ensure amendments and/or changes can be incorporated.

- There are patient and clinical safety measurements, reviews and assessments throughout the CDIS framework, giving buying authorities reassurance.

- A robust yet flexible specification to ensure it will support and secure operational service within an organisation's infrastructure and network environment and local configuration.

- A number of process, plans and materials (such as Train the Trainer (TTT), Business Continuity Disaster Recovery (BCDR), Change Management etc) can be incorporated with visibility in advance for customers with regular updates and testing measurements in place.

- Building and supporting a range of emerging and future technologies and devices, e.g. mobile devices, apps, video conferencing, etc.

- Safety measures, support, management and guidance from LPP for a clear procurement between customers and suppliers.

- Lot 1 provides clear access control per individual organisation, full audit trail functionality and reporting. This meets the NHS information governance standard to include the use of 'Role Based Access Control' or a similar solution.

- Supporting and integrating clinical functions across all services in the health and social care sector over primary, secondary and tertiary care.

- Embedding a clinical classification service (CCS) and coding (such as SNOMED CT, ICD-10, ODS etc.), including both locally defined codes and standard coding schemes with integral reporting. This assures customers that vigorous measurements and assessments can take place throughout changes.

- 'Child and Adult Safeguarding' national framework requirements are met to provide patient safety across health and social care services.

5   Lot 2 Hosting Services

5.1 Contract suppliers

Lot 2 Hosting	
▪ AIMES Grid Services	▪ Atos IT Services UK Ltd
▪ CSC Computer Sciences	▪ Nth Dimension Ltd

5.2 Key benefits

- Giving public sector organisations value for money and incorporating future developments in technology and processes that will provide a direct and continuous benefit for the public sector as a whole.

- Improved technical architecture allowing organisations flexibility and adaptablity for future requirements.

- Lot 2 suppliers have met the specification requirements to provide a robust, secure and flexible infrastructure to support the current and future needs of buying authority in relation to the running of the hosting arrangements.

- Improved capacity to expand technical infrastructure in a cost effective manner.

- Providing clear planning and service operations management, maintenance and secure environments to support the hosting solution.

- A robust BCDR process/plan/workflow in place.

- Improved cost effective resilience of all critical data centre infrastructure.

- Cost effective elimination of single points of failure by dual-led key technical components.

- Improved infrastructure such as larger capacity, uninterruptible power systems and fail over systems.

- Improved, cost effective multiple data pipe points allowing variable routing of data should a single data pipe be compromised.

6   Lot 3 Enabling Systems Supporting EPR & Digital 2020

6.1   Contract suppliers

Sub-Lot 3.1A MFDs/COMMS/MPS (buy or lease only)

- Altodigital Networks Ltd
- Annodata Ltd
- Canon UK Ltd
- Capita Health and Wellbeing
- Lexmark International Ltd
- Ricoh UK
- The Danwood Group Ltd
- Xerox (UK) Ltd

Sub Lot 3.1B MFDs/COMMS/MPS (managed print service, including additional services from Lot3.2/3.3/3.4)

- Altodigital Networks Ltd
- Annodata Ltd
- Canon UK Ltd
- Capita Health and Wellbeing
- Lexmark International Ltd
- Ricoh UK
- The Danwood Group Ltd
- Xerox (UK) Ltd

Sub Lot 3.2 Hybrid Mail and Related Communication Services (HMS)

- Altodigital Networks Ltd
- Corporate Document Services Ltd (CDS)
- Canon UK Ltd
- Capita Health and Wellbeing
- Synertec Ltd
- Ricoh UK
- The Danwood Group Ltd
- Xerox (UK) Ltd
- XMA Ltd

Sub Lot 3.3 External Print and Related Services (EPS)

- Altodigital Networks Ltd
- Canon UK Ltd
- Collector Set Printers Ltd
- Corporate Document Services Ltd (CDS)
- Harlow Printing
- LG Davis
- Ricoh UK
- Xerox (UK) Ltd

Sub Lot 3.4 Document Management Services (DMS)

DMS 1 Storage & DMS2 Scanning [excluding 9 suppliers gone through on DMS4 managed service]

- Altodigital Networks Ltd
- Canon (UK) Ltd
- MISL
- IMMJ Systems
- System C
- Kefron
- Ascribe (trading as EMIS Health)
- EDM Group
- NHS Business Service Authority (NHSBSA)

DMS 3 Electronic Document Records Managed Software and Services (EDRMS)
[excluding 9 suppliers gone through on DMS4 managed service]

- Altodigital Networks Ltd
- Ascribe (trading as EMIS Health)
- Canon (UK) Ltd
- EDM Group
- IMMJ Systems
- OTIUK (CCube)
- PCTi Solutions
- System C

DMS4 - Managed Service (includes DMS1 Storage / DMS2 Scanning / DMS3 EDRMS software and services)

- Capita Health and Wellbeing
- Ideagen
- Insight Direct
- Kainos
- Lexmark
- Restore
- Ricoh UK
- Xerox (UK) Ltd
- XMA Ltd

Sub-Lot 3.5 Interoperability and Interfacing	
▪ Ascribe (trading as EMIS Health)	▪ Nth Dimension Ltd
▪ AxSys technology Ltd	▪ Orion Health Ltd
▪ Cerner Ltd	▪ Patients Know Best
▪ CGI	▪ PCTI Solutions Ltd
▪ Insight Direct (UK) Ltd	▪ Stalis
▪ Intersystems Corporation	▪ System
Sub-Lot 3.6 Clinical and Patient Portals	
▪ Ascribe (trading as EMIS Health)	▪ Insight Direct (UK) Ltd
▪ AxSys technology Ltd	▪ Intersystems Corporation
▪ Capita Health and Wellbeing	▪ Orion Health Ltd
▪ Cerner Ltd	▪ Patients Know Best
▪ CSC Computer Sciences Ltd	▪ System C
▪ DXS International PLC	▪ CGI
Sub Lot 3.7 Informatics and Reporting	
● CACI Ltd	● Connexica
● Capita Health and Wellbeing	● CSC Computer Sciences Ltd
● Cerner Ltd	● Orion Health Ltd
● CGI	● System C

6.2 Key benefits

Lot 3

- Lot 3 provides a unique range of data management, data storage, reporting, bi-directional interfaces and interoperability across various care settings and associated services as required by the organisation.

- Support to individual organisations to deliver services to reach out-of area/specialist care services, future technology and apps. Reduction of paper duplication, clear summary patient records and access to services such as police, emergency services, social care, local government and specialist health charity/society (e.g. RNIB or Diabetes UK).

- A flexible solution to receive data from a number of legacy or future systems across the health and social care community to support efficiency, enhanced patient care and a single patient record, as well as meeting the national/central government vision for interoperable services and solutions to managed patient records.

- The benefit of having clinical and patient portal services will support organisations that require bi-directional messaging and/or to be updated in real-time across multiple services/departments/outreach areas, improving clinical care, patient safety and informing fast diagnosis.

- Patients will have better engagement and control of their own data, care records and self monitoring data, as well as associated improved health outcomes, reducing staff time and costs, number of appointments and creating better, more reliable interactions.

- National and local specifications, standards, publications and requirements have been integrated with the specification, ensuring each element is future-proof, supporting a wide cross-care setting and better quality management of both clinical and patient settings.

- Supporting the Government's Digitisation Strategy.

Lot 3.1A Direct call off   MFDs/COMMS/MPS (buy or lease only)

- Multi-functional devices, desktop printers, 3D printing, scanners, communication products and services, maintenance and associated consumables and print audit. It offers organisations the flexibility to purchase or lease products and services from suppliers.

- This is ideal for organisations that do not wish to enter into a managed print services contract and are purchasing below the OJEU threshold or want to purchase innovative communication products and services.

- Offers transparency and efficiencies in the purchasing of these products and services, MI, online ordering and tracking and innovative communication products and services.

Lot 3.1B Further competition   MFDs/COMMS/MPS (managed print service)

- A managed print service, as a managed service does not attract VAT.

- On average each organisation could save 30 to 40 per cent on costs for outsourcing management of their print requirements. There is a payback option on old devices and leases as part of the managed service.

- Cost avoidance: **free** print/document equipment/records audits for organisations wanting to go under a mini competition by one of the suppliers. (Usual cost of an audit ranges from £25k - £50k per organisation.)

- Offers transparency, secure printing, scanning, increased efficiencies in managed print, reduction/controlled print, integration into systems to support the digitisation strategy.

- Offers additional services: hybrid mail, external print, document management services, storage, scanning, electronic document record management systems which provide a fully managed document solution to support the digital strategy.

Lot 3.2 Direct call off or further competition   HMS

- Hybrid mail services offer a managed service for all outgoing communications to the end customer/patient, whether it's a printed letter pack, electronic message or SMS

reminder service (which can be provided onsite (authority site) or offsite (supplier site).

- On average each organisation could save 20-30 per cent on outsourcing outgoing mail.

- Standardisation and consistency of materials and templates branding.

- VAT mitigation on certain products and services.

- Cost avoidance, no need for internal post rooms and manual fulfilment processes and stock/print management and frees up staff to concentrate on their core duties.

- Offers transparency and efficiencies in managing outgoing mail; MI Postage and printing costs.

Lot 3.3 Direct call off or further competition   EPS

- External print will work as a managed service where organisations will be offered a one stop shop service from artwork, print, stock management to delivery by one supplier.

- On average each buying authority could save up to 20 - 30 per cent on costs for external print.

- Standardisation on material being used and consistency in branding.

- VAT mitigation on certain products and services.

- Cost avoidance, call off stock just in time delivery rather than storing locally, freeing up space and reducing need for stock management.

- Offers transparency and efficiencies in managing print; MI, quoting and stock call off is done via online tools.

Lot 3.4 Direct Call off or Further Competition   DMS1, DMS2, DMS3 and DMS4

- Document management services will work as a tiered service provision for storage, scanning, EDRMS and a fully managed service for data and record management which can be provided on or off site.

- Secure storage and retrieval services, both box and file level, whilst maintaining all the key elements; intake, cataloguing, indexing and secure storage of existing physical/data files, new physical/data files, additional security of extra sensitive files, transfer management of physical files in secure transport services with a stringent service level agreement and provision of out of hours services.

- Secure retrieval, on request, of current files via a scan on demand service in multiple formats.

- Providing 'deep' storage and secure destruction of records.

- High-volume, high quality scanning of documents in multiple formats.

- Online portals; access for named users to the cataloguing system in order to search/locate and order files.

- Offers transparency and efficiencies in managing records and supporting the digitisation strategy to integrate records into the electronic patient record systems.

- Offers organisations another route to EDRMS as a stand alone software platform rather than a fully managed service.

- Cost avoidance: this will allow organisations to manage their own back scanning and forward scanning in-house, utilising the current staff effectively to move towards an electronic record system, avoiding redundancy.

- Offers efficiencies in storage and speed of record retrieval to all servicing bodies.

- Offers transparency, with MI readily available via the online tools.

- A fully managed document service is categorised as a managed service so may mitigate VAT.

- Cost avoidance: **free** document records audits for organisations wanting to go under a mini competition by one of the suppliers. (Usual cost of an audit ranges from £25k - £50k per organisation.)

- Providing an end to end solution for record management supporting the digitisation strategy to go paperlite, better MI data to support research and development and ultimately improve patient care.

7 Lot 4 Specialised Digital Solutions (Innovation) & Professional Services

7.1 Contract suppliers

Sub-Lot 4.1 Mobile Working & Bring Your own Device (BYOD)	
▪ CGI	▪ Nth Dimension Ltd
▪ EMIS Health	▪ TotalMobile Ltd

Sub Lot 4.2 Tele-Health	
▪ Aranz Medical Ltd	▪ EMIS Health
▪ AxSys Technology Ltd	▪ Involve Visual Collaboration Ltd
▪ CSC Computer Sciences Ltd (Careportal)	▪ System C
▪ CSC Computer Sciences Ltd (ArtemusII)	▪ XMA Ltd
▪ Docobo Ltd	

Sub Lot 4.3 Professional Services	
▪ Accenture	▪ Deloitte LLP
▪ Apira Ltd	▪ Insight Direct UK
▪ EMIS Health	▪ Kainos
▪ BJSS	▪ Ricoh
▪ CGI	▪ Stalis Ltd

Sub Lot 4.4 Medication Management	
▪ CGI	▪ Epic Corporation
▪ CSC Computer Sciences	▪ Orion Health Ltd
▪ EMIS Health	▪ Servelec Healthcare Ltd
▪ JAC Computer Services Ltd	▪ System C

Sub-Lot 4.5 Patient Support Solutions	
▪ CGI	▪ System C
▪ Silverlink Software Ltd	

Sub-Lot 4.6 Patient Workflow	
▪ Aranz Medical Ltd	▪ DXS International plc
▪ AxSys Technology Ltd	▪ Hospedia
▪ Capita Health and Wellbeing	▪ Nth Dimension Ltd
▪ Cayder	▪ Orion Health Ltd
▪ CGI	▪ System C

Sub Lot 4.7 Innovation	
• Allscripts Healthcare Ltd	• EMIS Health Group
• Aranz Medical Ltd	• Kainos
• AxSys Technology Ltd	• XML
• Crescendo Systems Ltd	• Silverlink Software Ltd
• DXS International plc	• WASP Software Ltd

7.2 Key benefits

- Supporting a wide range of IT, specialised solutions/applications and services to facilitate the Government's 2020 vision.

- Providing specialist services/solutions to particular clinical services and encouraging improved medical/clinical care via new technology.

- Improving clinical and patient services by modernising treatments using innovate systems/solutions, reducing waiting times and treatment times.

- Reducing the cost of delivering care services within health economies by introducing new models, technologies and ways of delivering care within different environments.

- Helping a clear and structured operational model/staffing model to reduce financial strains.

- Improving community and social care services by supporting remote diagnostic and monitoring devices.

- Supporting business transformation and bespoke developments by allowing experienced professionals and consultancies to compete value for money, quality professional services and clear processes driven by modern systems and solutions.

- Option to involve all clinical staff from prescriber, medical, pharmacist and ambulatory services to optimised medication management and administrative element; this would minimise risk in dosage errors, enable quicker response and integration amongst services that lack medication management services.

- Can be locally configurable to meet specialised clinical/patient workflows/pathways, improving clinical and patient pathways for better quality of care.

- Empowering patients to participate in, and own, their care planning as well as services delivered as part of their care.

8   Stakeholders involved in the procurement process

- Barts Health NHS Trust

- Camden & Islington NHS Foundation Trust

- Central and North West London NHS Foundation Trust

- Chelsea and Westminster NHS Foundation Trust

- Epsom and St Helier University Hospitals NHS Trust

- Guy's & St Thomas' NHS Foundation Trust

- Imperial College Healthcare NHS Trust

- Kings College NHS Foundation Trust

- Lewisham and Greenwich NHS Foundation Trust

- London North West Healthcare NHS Trust

- NHS Digital -previously known as Health and Social Care Information Centre (HSCIC)

- North East London CSU

- Redbridge CCG

- Royal Free London NHS Foundation Trust

- Tavistock and Portman NHS Foundation Trust

- The Hillingdon Hospitals NHS Foundation Trust

- Your Healthcare CIC.

9   Framework/contract access

Organisations can use the framework in two ways when establishing their specific requirements, either to call off from the framework on the basis of the agreed framework pricing (direct award) or to re-open competition by way of a mini competition.

NHS LPP will support the buying authority with the mini competition process under OJEU regulations:-

- Technical & Quality (requirements) to be established by the Buying Authority.

- Support with the specification write up in order to capture the bespoke requirement.

- Commercials will be evaluated after the technical and quality evaluations, which can be supported by LPP.

- Contract agreement recommendation report to be produced for the trust Board for approval before the suppliers are notified of the award.

- 10 day stand still period, supplier debriefs.

- Implementation meetings to be scheduled with the buying authority and supplier to commence the project.

- All these processes are supported by an NHS LPP Senior Category Manager or Senior Workstream Lead.

NHS LPP can also provide bespoke support to fully facilitate the mini-competition(s) under the consultancy structure for an additional fee.

In establishing this framework, a standard set of call off terms and conditions were used and these terms and conditions will apply to any goods supplied/services provided under this framework.

10   What should I do next?

Please contact the **LPP Technology and Consultancy Workstream** to arrange a meeting to discuss the framework in more detail.

If possible, please note the lots/categories you are interested in, identify the current contract status and collect the baseline information.

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