

Specification

T.19.116 Provision of an Oracle Financial E-business suite Managed Service Support for Leicestershire Partnership NHS Trust

1.0 INTRODUCTION

Leicestershire Partnership NHS Trust (LPT) uses Oracle E-Business Suite version 11.5.10.2 as its financial system with a managed service. The current managed service contract expires 25 October 2012.

LPT will continue to use E-Business Suite with all the modules listed below and is tendering for a new specialist channel partner for a Managed Software Service Provider contract from 26th October 2012 to 25th October 2015 (three years), with options to extend for a further two years.

LPT currently uses the following Oracle e-Business Suite and related modules:

- General Ledger, including Financial Statement Generator
- Accounts Payables
- Accounts Receivable
- Purchasing
- I-Procurement
- Fixed Assets
- Cash Management
- OPSFi
- Discoverer
- Version One – DbForm, DBFax, DbMail, DBArchive, DBBacstelip

The current managed service support agreement in respect of the list of software modules listed above are:

- Database Administration (DBA) Support
- Functional Support
- Technical Support
- Hardware implementation & Support
- Operating System Support

Four Oracle e-Business Suite environments are in existence:

- Production (PROD)
- User Acceptance Test (UAT)
- Development (DEV)
- Failover/Disaster Recovery (FAIL)

The UAT, DEV and FAIL environments exist on a separate server to the PROD environment.

1.1 Hardware

The current server configurations are:

Purpose	Model	CPU (Type and Speed)	Memory	Disk (Size and resilience)	OS (Version and 32/64 bit)
Prod Application	Dell PE2950	2 x quad (2.8Ghz)	32Gb	4 x 146Gb (mirrored) = 2 x 146Gb usable	Redhat AS 5, 32 bit
Prod Database	Dell PE2950	2 x quad (2.8Ghz)	32Gb	4 x 146Gb (mirrored) = 2 x 146Gb usable	Redhat AS 5, 32 bit
Non production (Apps and DB)	Dell PE2950	2 x quad (2.8Ghz)	16Gb	6 x 146Gb (mirrored) = 3 x 146Gb usable	Redhat AS 5, 32 bit

Disk Array:

Associated Server	Disk (Number, Size and Resilience)	Maximum number of disk slots
Prod DB	Dell 6 x 146Gb, 8 x 300Gb. All disks mirrored	15
Non-Prod	Dell 6 x 146Gb, 8 x 300Gb. All disks Raid 5.	15

The servers are located on two separate NHS sites locally.

1.2 Oracle and Version One Licences

LPT owns the Oracle and Version One licences and there is no requirement for further licences. In addition, the Trust owns all licences for operating systems and ancillary software that currently is in operation on all servers listed.

Bidders MUST include annual software maintenance of the Oracle and Version One licenses in their pricing.

2.0 CRITERIA FOR AWARD OF CONTRACT

The criteria for the selection of the Managed Service Provider for this contract will be as follows:

1. Bidders MUST comply with **Section A = 100% and then**
2. The level of compliance with **Sections B & C = 60%**
3. Most economically advantageous prices submitted = **40%**
4. References and Demonstrations may be required prior to award of contract.

3.0 SECTION A FITNESS FOR PURPOSE INCLUDING QUALITY

3.1 Core Requirements - MANAGED SERVICE

The Managed Service MUST include the following support provision.

3.1.1 Hardware Support

This managed service component MUST include:

- Reactive fault management
- Remote problem diagnosis
- Liaison with hardware vendor
- Liaison with hardware host
- On-site hardware maintenance

3.1.2 Operating System Support

This managed service component MUST include:

- Proactive system management
- Backup and recovery monitoring
- Reactive fault management and liaison with operating system vendor
- Operating system patch management
- Disk management
- Defining printers

3.1.3 Oracle E-Business Suite Database Administration Support

This managed services component MUST include:

- Proactive system management
- Performance and space management
- Reactive fault management
- Response to support incidents relating to system availability, performance and the Oracle E-Business Suite technology stack and database
- Onward transmission to Oracle Support Services (OSS) where necessary
- Management of the support request through to resolution
- Patch management across all supported instances for
 - Oracle recommended E-Business Suite application, technology and database patches
 - Oracle recommended security patches
 - Oracle recommended Discoverer patches
- Cloning – up to 4 clones of e-Business Suite in each contract year

3.1.4 Oracle Functional Support

This managed services component MUST include:

- Response to support incidents relating to Oracle E-Business Suite standard functionality
- Advice and guidance in respect of functional best practice
- Onward transmission to Oracle Support Services (OSS) where necessary
- Management of the support request to resolution

3.1.5 Oracle E-Business Suite Technical Support

This managed service component MUST include:

- Response to support incidents relating to customisations, extensions, modifications, localisations, interfaces and bespoke reports written
- Integration between the Oracle E-Business Suite and third party applications
- Response to support incidents relating to Oracle Discoverer standard functionality
- Onward transmission to Oracle Support Services (OSS) where necessary
- Management of the support request to resolution

LPT has the following customisations in place

- AP Invoice Import
- AP Invoice Upload
- BACS Format Payments
- CM Masterline Interface
- ESR Nominal Roll Upload
- Invoice Print Selected Invoices
- PGO Format Payments
- PGO RFT1 (Masterline File)
- PGO Schedule
- Printed Purchase Order Report (Landscape)
- Reset Rejected AP Open Interface Invoices
- Separate Remittance Advice
- VERSION ONE Invoice Print Selected Invoices
- VERSION ONE Printed Purchase Order Report
- VERSION ONE Separate Remittance Advice
- Cost centre security form
- Create PO workflow
- PO approval workflow
- FA Account Generator
- iProc Requestor Notification
- Invoice Approval Workflow
- DbArchive Scanning Integration

3.1.6 Version One Software and Technical Support

This managed service component MUST include:

- Version One Software Support

- Response to support incidents relating to the standard functionality of Version One products comprising:
 - DbForm
 - DbFax
 - DbMail
 - DbBACSTEL-ip
 - DbArchive and DbWebQuery
 - DbCapture (if implemented)
 - Onward transmission to Version One Support Services where necessary
 - Management of the support request to resolution
- Version One Technical Support
 - Integration between the Version One software and Oracle E-Business Suite
 - Management of the support request to resolution

LPT will consider equivalent alternative solutions to Version One which also offer a cost effective solution. Bidders MUST provide a FULL breakdown of solution and prices if they are offering an alternative in line with the pricing schedule.

3.1.7 Backup and Disaster Recovery

This managed service component MUST include:

- Backup
 - Daily backup to disk and to tape
 - Restore from disk or tape in the event of the loss or data or corruption of the client's service, in whole or part
 - Annual test of a restore from tape
- Disaster Recovery
 - Synchronisation between primary and stand-by database and applications
 - Annual documented, on-site test of the stand-by database and application

3.1.8 Support Help Desk

The support hours MUST cover between 8.00am – 6.00pm Monday to Friday excluding English Bank holidays as a minimum. Oracle E-Business Suite MUST be available to users 24/7 except during planned maintenance by prior agreement with LPT. This specification does not allow any periods of planned maintenance unless by prior agreement.

Optional extension to support times may be required where critical to business.

Named system administrators at LPT MUST be able to log calls by telephone, email and/or on-line support portal.

A monthly report of logged, outstanding and resolved support calls MUST be provided including performance against service level agreement and service targets.

3.1.9 Hardware

The existing server hardware warranty will expire July 2013. The Managed Service provider **MUST** replace the existing hardware with new server hardware by that date and provide a project plan in conjunction with LPT to ensure that LPT at all times operate on fully warranted hardware. For clarity, the Managed Service provider is responsible for the procurement, management, maintenance and warranty of the server hardware for the duration of the contract.

The Managed Service provider **will be responsible** for monitoring the daily backups and **MUST** inform the system administration at LPT of any backup failures or any other issues with tapes, drives, etc.

All server hardware will be located at LPT premises and managed remotely by the Managed Service provider. The managed service provider **MUST** confirm that they are able to perform this activity via the NHS N3 network.

LPT may audit the Managed Service provider access to the system via remote access.

The Managed Service provider **MUST** provide monthly performance reports to LPT for the ongoing performance of the servers and **MUST** take immediate action to rectify any performance issues.

LPT may install performance monitoring software on the servers as they see fit for local monitoring.

LPT are responsible for decommissioning of the replaced hardware.

The Managed Service provider will be responsible for migrating the Oracle E-Business Suite environments from the old servers to the new servers. Bidders **MUST** provide detailed specifications of the hardware they intend to supply, configure and install including backup tapes for both the production & non-production environments as part of the managed service provision.

Current user activity is as follows:

- | | | |
|---|---|-----|
| • Maximum concurrent users (Oracle forms) | - | 30 |
| • Maximum concurrent self service users (I-procurement) | - | 30 |
| • Maximum concurrent Discoverer users | - | 40 |
| • Total number of users per month | - | 400 |

The Bidder **MUST** provide details of the user concurrency they will warrant performance on to cater for potential future growth.

LPT will own all the hardware at no extra cost after the duration of the contract.

3.1.10 Accounts Payable Invoice Approval Workflow

LPT use the Oracle Account Payable Invoice Approval Workflow feature based on cost centre security and approval hierarchy. If Bidders are offering their own solution they MUST provide costs and details of their proposal, including experience where implemented.

4.0 SECTION B POTENTIAL FUTURE REQUIREMENTS

4.1 Upgrade from Oracle E-Business Suite 11.5.10.2 to the latest certified version

LPT may choose to upgrade the Oracle E-Business Suite during the life of the contract (currently Oracle E-Business Suite 11.5.10.2). Interested bidders MUST provide a separate detailed specification and pricing on the upgrade from 11.5.10.2 to the latest certified version with the same support provisions as above.

Bidders MUST confirm they will support version 11.5.10.2 for the duration of the contract should LPT decide not to upgrade.

4.2 Reporting Tool

LPT already uses Qlikview reporting tool for clinical reporting and wishes to expand this further and use this tool to integrate with the Oracle E-Business Suite, providing a secure model based on cost centre privileges with the following attributes:

- Highly relevant reports and dashboards across Oracle Financials and Procurement data (General Ledger, Accounts Payable, Accounts Receivable, Purchasing and I-Procurement)
- Fast access to data including drill downs to further levels (sub-ledgers) and images
- In built user authentication and cost centre security

Requirements are:

- Report writing facilities MUST be user friendly such that a user without specialist skills but with training can define and run reports on all data fields in the system
- A list of the standard reports must be provided
- Mathematical and presentation functions MUST be available within reporting
- Subtotalling defined by the user MUST be available, with associated sorting and page-break functions
- The system MUST provide the functionality and flexibility in reporting to allow final accounts to be produced up to and including Income & Expenditure Account and Balance Sheet together with associated notes to the accounts
- The system MUST incorporate flexible search routines on data items
- The system MUST provide alternatives for output, including screen display, print (using pre-existing client network capability and menus), spreadsheet and all other recognised file formats
- Reporting/querying MUST be able to combine all data from all modules of the system

- It MUST be possible to restrict reporting and enquiry facilities by user / class of user and by Account code or partial account code so that users may only see the data assigned via the security of the system administration
- It MUST be possible to request of reports to run at a future time, e.g. Overnight
- The system MUST provide the functionality and flexibility in reporting to allow the primary statements and a range of notes relating to data held in the financial system for all NHS and Monitor returns to be produced
- The system MUST be able to combine data from other sources e.g. Microsoft Access, Excel and other reporting tools
- The system MUST provide a real time, user focused, web based interface for reporting and inputting
- The reports MUST facilitate output in both numerical, graphical and report writing functionality

In total there are approximately 400 budget holders and finance personnel. There will be two system administrators/power users.

Current reporting tools used by LPT Finance are Discoverer and Financial Statement Generator (FSG).

A detailed specification and functionality of the reporting package MUST be provided with a breakdown of prices including licences for 400 users and 2 system administrators.

4.3 Version One DbCapture (OCR Scanning)

LPT is considering introducing Optical Character Recognition (OCR) technology to read and interpret text during the scanning process.

The intended functionality is:

- For recognised suppliers:
 - The scanned invoice image is stored in DbArchive for future retrieval
 - The scanned text is used to create an invoice within Oracle Accounts Payable
 - A link to the scanned image within DbArchive is created via standard Oracle attachment functionality
 - The invoice is automatically matched to a purchase order, where applicable
- For unrecognised suppliers:
 - A user creates a new scanning template for the supplier ensuring it will be recognised on subsequent scans, mapping data on the scanned invoice to required invoice fields (e.g. supplier VAT number, invoice date, invoice value) for subsequent import to Oracle.

A detailed specification and functionality of an integrated scanning solution MUST be provided with a breakdown of prices including licences for at least 60,000 documents per annum. Any hardware requirements MUST be identified separately.

LPT will consider equivalent alternative solutions to Version One which also offer a cost effective solution. Bidders MUST provide a FULL breakdown of solution and prices if they are offering an alternative.

4.4 Training/Review

LPT may wish to review the functionalities available in the system so the Managed Service provider MUST provide a full 'health check' to key users over a maximum of 5 days. This must be planned in conjunction with LPT.

4.5 Consultancy/Service Requests

LPT may require consultancy/service requests beyond the contractual requirements during the term of the contract. LPT would like to build in to the contract 5 consultancy/service request days per annum for 3 years. Any days not used in a year MUST be carried over to the next year and any days not used at the end of 3 years MUST be FULLY refunded to LPT.

5.0 SECTION C DELIVERY

5.1 Responses

Bidders are requested to provide the following:

Company Overview

- An introduction stating the bidders understanding of the requirements, how the proposal meets the needs of LPT and how they propose to manage the implementation.
- Experience of supplying the proposed systems within the NHS. The bidder must also detail the range of their NHS information system
- Site Reference, detailing reference sites where the proposed software has been successfully implemented in a similar manner to that used by LPT. The supplier should also detail reference sites where they have successfully implemented the potential requirements elements listed in section B.
- Third Party Details. If the bidder is to make use of any sub-contractors for this implementation, they must specify:
 - Third party company details
 - Activities the third party will undertake

6.0 RESPONSE TO TENDER SPECIFICATION

Bidders must respond to each paragraph in the relevant parts of the Tender Specification.

7.0 REFERENCES

Bidders MUST provide references of client engagements in the last three years in

line with the table below. This has been attached as a separate appendix (1) which you must fill in during the questionnaire.

Activity	Organisation	Contact Details (Name, Email and telephone)	Date
Managed Services			
Hardware Refresh			
Oracle Upgrade			
Reporting Tool			
OCR Scanning Solution			
AP Invoice Approval			

8.0 QUANTITY COMMITMENT

No volume of business is guaranteed for the contract. You are requested to submit your best commercial offer based on the information provided.

9.0 LIFESTYLE COSTS / PRICING

Rates/Prices quoted are to be in £ Sterling strictly net and **inclusive of all costs** associated with the provision of the service as specified in the documentation. The rates/prices quoted will be exclusive of any UK Value Added Tax (VAT).

Bidders must provide prices based on a 3 year contract.

Pricing must be based on two options. The first option based on initial capital expenditure plus a constant annual charge payable quarterly over the duration of the 3 year contract. The second option based on equal annual charges payable quarterly over the duration of the 3 year contract.

Bidders **MUST** provide a day rate for potential incremental services.

The attached pricing schedule (appendix 2) **MUST** be completed.

10.0 ENVIRONMENTAL CONSIDERATIONS

Sustainability and Environmental Issues

Sustainable procurement is an integral part of Government policy. It not only contributes to a number of environmental goals, but also helps reduce costs and make Government more efficient.

The Government's sustainable procurement policy aims to:

- Reduce waste, carbon emissions, energy and water consumption, waste generation and recycling in line with targets for the Central Government Estate
- Protect biodiversity
- Stop the buying of unsustainable products, such as timber and timber
- Products from unsustainable or illegal sources
- Support fair and sustainable economic growth

By achieving these four things, we will not only protect natural resources and tackle climate change, but also reduce our operating costs as we do so.

Bidders must submit their environmental and transport policies, along with suggestions on sustainability and environmental improvements that you propose in carrying out this service. Bidders are required to provide information on how travel would be considered and how this would be minimised.

11.0 PROCEDURE

If a bidder wishes to ask a question regarding the Tender Specification, the point of contact is Jeremy Pewton, Head of Procurement, via the EU Supply e-tendering portal system: <https://leicsprocurement.eu-supply.com>. The answer will also be given to all other competing bidders. Each bidder must comply with the conditions in the Tender Specification and must respond to this document in the order of the paragraphs.