

Service Specification

T/19/120 Mental Health Electronic Patient Record Programme for Leicestershire Partnership NHS Trust

1 Introduction

Tenders are invited, on behalf of Leicestershire Partnership NHS Trust (LPT) for the provision of a mental Health Electronic patient record System (EPR) for the period 5 + 2 years

The Contract will be managed by the Chief Information Officer – Integrated Performance & Information Service of the Leicestershire Partnership NHS Trust, Finance Performance & Information Directorate.

Leicestershire Partnership Trust serves a large and very diverse population, in terms of ethnic origin, affluence and deprivation and where people live – in the inner city, market towns and rural locations across Leicester, Leicestershire and Rutland. The Trust provides services as part of the local health and social care economy, working with local authority social services, primary care and local hospitals. Most people are referred to Trust services by their GP.

The Trust provides specialist, secondary Mental Health and Learning Disability Services for older people, children and adolescents, and working age adults. It also provides services relating to substance misuse, forensics and Mental Health services to the prison service and Community and Child Health Services across Leicester, Leicestershire & Rutland.

Services are delivered from over 100 different locations that include hospitals, longer term recovery units, outpatient clinics, day services, community team bases, GP services as well as in peoples' own homes. Most services are delivered in local communities. In-patient services are provided on 27 mental health wards with capacity ranging from 5 – 24 beds, 3 learning disability wards with capacity ranging from 4 – 12 beds and 3 short stay LD homes a total of 448 beds.

2 Services Required

The Trust is looking to engage with suppliers who are able to deliver solution(s) that meet the Trust's objectives. The selected solutions must be scalable and extensible in order to meet the future needs of the Trust's vision as an integrated mental health and wellbeing trust and should have the capability to extend in the future to allow for the integration of the Trust's community teams.

The Trust requires that any proposed solution(s), works seamlessly together with existing Trust systems and the range of partner organisations and systems with which the Trust needs to share information. An integrated software and application solution is required to

enable clinicians to access an increasing set of clinical information which makes up a patient's electronic record as well as using the applications to support the delivery of clinical pathways, best practice, evidence based care, supporting future ways of working and provide substantial management information.

The Requirement is fully described in the issued documentation:-

- Service specification
- System Functional Requirements Specification

3 Implementation Planning and Support

The successful contractor will be expected to work with the Trust's representatives, in the form of a Project Board, using Prince 2 methodology.

Monthly project meetings will be held at Trust premises, which the successful contractor will be required to attend for the lifetime of project implementation. The Contractor will be required to attend the project closure meeting.

4 Training

It is expected that the successful contractor will provide 'Train the Trainer' training, full hard and electronic copy of detailed training documentation; and system upgrade notes and schema.

5 Business Continuity

- 5.1 The Contractor will have in place Business Continuity and Disaster Recovery Plans to protect the provision of the service.
- 5.2 The Contractor shall immediately notify the Trust Contract Lead of any actual or potential Industrial Action, including strike action, whether such action be by his own or other staff, that may affect service provision.
- 5.3 In the event of the Contractor being unable to maintain the Services to the Contract Standard, the Contractor shall permit the Trust Contract Lead and their staff to have access to, and unrestricted use of such equipment and materials, as deemed necessary to maintain services during Industrial Action, without additional charge, and with resultant reduction to the invoiced costs.
- 5.4 In the event that the Trust is obliged to make alternative arrangements for the provision of the Contracted Services, the costs of such arrangements shall, within reason, be charged to the Contractor.

6 Contractor's Responsibilities

The Contractor shall:

- 6.1 ensure his staff act at all times in a competent and professional manner.
- 6.2 provide his employees and staff employed in connection with the Contract an ID badge for the period during which they are working on the Trust's premises. The badge must bear a photograph of the wearer, and specify his name and employer. The badge is to be worn at all times, clearly visible. The badge is to be provided at the Contractor's expense.
- 6.3 in respect of vehicles used on the Contract, ensure that vehicles comply with all relevant and statutory legislation.
- 6.4 provide training for his employees such that the services required can be carried out efficiently.
- 6.5 ensure his employees cause as little disturbance as possible to the routine of the Trust's premises and that they confine themselves to their allocated tasks.
- 6.6 ensure his employees co-operate with the Trust to receive instruction with regard to safety and fire risks and precautions applicable to the Trust.
- 6.7 to ensure that all staff achieve CRB clearance. If in the opinion of the Trust, it is not in the public interest for a person to be employed or engaged by the Contractor, the Contractor shall remove such person forthwith, and such person shall not be again employed by the Contractor upon the Trust's premises without the written permission of the Trust.

7 Pricing

- 7.1 Tenderers are required to complete the Pricing section within the tender return document, broken down by:-

System Cost – (purchase of perpetual licences)

Server software cost – outright purchase

Client software (CALs) cost purchase

Implementation services:

- project management
- training – train the trainer
- system customisation
- system configuration/set up

System support costs

Service Desk – 24x7

Call out engineer cost (pre-defined)

Escrow costs

PAF/QAS lookup subscriptions-licence costs

DR costs

Third party product costs

- 7.2 Prices shall be held for at least 12 months from the start of the contract. Any increases shall be requested in writing, as agreed as part of the implementation process.

8 Monitoring the Contract Standard

Contract and performance Review Meetings between the Trust and the Contractor will take place at regular intervals to be determined to allow the mutual exchange of information regarding contract performance. Monitoring will take place in accordance with the Key Performance Indicators, successful delivery against plan, support service meeting required standard as defined in specification and successful DR tests which will be agreed on contract award.

Quarterly Supplier Liaison meetings to be held at Trust premises for lifetime of contract and quarterly performance reports supplied to Trust contract lead.

9 Management Information

The Contractor will provide such information, and at such frequency, as is agreed during the Implementation Project.

10 Nominated Officers

The Successful Contractor will be expected to nominate a single key Contract Manager, who will be primarily responsible for the day to day running of the contract, and will be the contact point for issues arising out of the operation of the contract. The Trust will nominate a Contract Lead for this contract.

The successful contractor will further appoint project team members as appropriate.

11 Rendering of Accounts

- 11.1 The Successful Contractor shall submit, in accordance with the instructions agreed, a monthly-itemised invoice in respect of works completed at each site or delivery location. The appropriate records for work undertaken must accompany each invoice.
- 11.2 Payment will be in accordance with Public Sector Pay procedures, usually 30 days.
- 11.3 The invoice shall clearly show the establishments to which it refers, the Trust's official order number, and/or other information specified by the Trust.

12 Health and Safety

Where the contractor's staff are required to be on site for any reason:-

- 12.1 All work shall be executed in a manner so as to comply with the requirements of the Health and Safety at Work Act, and all relevant Trade Association Codes of Practice including Workplace Regulations.
- 12.2 Contractors who are employed by the Trust on works connected with the Trust shall comply with the Trust's Health & Safety Policy, a copy of which will be provided on contract award
- 12.3 Any equipment, including personal protective equipment supplied and used by the Contractor, must comply with the current legislation and all relevant European/British Standards.
- 12.4 Any accidents or near misses by the Contractor must be reported in accordance with the current legislation and the Trust's recognised procedure for reporting such incidents a copy of which will be provided on award.
- 12.5 The Trust acknowledges its responsibility towards contractors and will therefore treat the Contractors' Staff as a direct employee if any conditions of the policy are breached.

13 Sustainability

The Trust requires assurance that its commercial partners and contractors are working towards sustainable solutions for service provision, and the NHS as a whole has specific Agendas and Aims in respect of sustainability and the environment.

14 Location of Work.

Where the Contractor's staff are required to be on site for any reason:-

- 14.1 The successful Contractor's staff shall confine themselves to the locality of their work on arrival to a site location.
- 14.2 Contractors' staff shall pay particular attention to security, ensuring that doors are properly closed and secured after passing through them; and adequate barriers and/or warning lights erected, with the prior agreement of the Site or Premises Manager.
- 14.3 The Contractor shall ensure that wherever possible, all reasonable means of pedestrian and vehicular access are maintained for staff and patients whilst the service is carried out.
- 14.4 The Contractor shall note that his responsibility includes safeguarding the area whilst services are carried out, with particular consideration to patients, members of the public and staff.

15 Restitution of Damage

Where required, any damage caused, arising out of execution of the service shall be made good at the Contractor's own expense provided that the same is due to neglect, omission, or default of the contractor or his staff.

16 Provision of Equipment

Where required, the Contractor shall provide all necessary equipment including moving and handling equipment, protection materials, and personal safety wear to enable the work to be carried out efficiently and safely. All equipment provided must comply with the relevant quality and European Standards.

17 COSHH

Where required, all cleaning materials used in areas where the Trust's documents are stored at the Contractor's site, shall be in accordance with the Control of Substances Hazardous to Health (CoSHH) Regulations 1994, and approved prior to use by the Trust.

18 Access to Trust sites

Where the Contractor's staff are required to be on site for any reason:-

18.1 Access to sites must be in accordance with agreed arrangements.

18.2 Contractor's vehicles must at all times keep to the access roads within sites, Drivers of vehicles must note that extra care is required on site access roads. The site speed limits must be observed at all times. Where no speed limit is notified, vehicles shall not exceed 10 mph.

20 Variation of Contract

20.1 The Trust may, from time to time, by giving notice in writing to the Contractor, vary the contract by adding or deleting services or sites. There will be no penalty for services or sites removed. Charges for services or sites added to the schedule will be based on the tendered price for the same or similar service or sites, or agreed separately between the Trust and the Contractor. Any significant changes will be discussed with the Contractor before being actioned.

20.2 The successful contractor will be advised of the variations procedure applicable to the contract.

21 Quality Assurance

The Contractor will have in place robust quality assurance procedures, with specific reference to the services required under the contract. Quality Assurance procedures will be agreed as part of the Implementation Project.

22 Contract Handover Co-operation

- 22.1 On expiry of the Contract, the contractor shall provide, within 21 days of being requested, all information the Trust considers necessary to enable the Trust to issue tender documents for the Services in compliance with Transfer of Undertakings (Protection of Employment) Regulation 1981.
- 22.2 The Contractor shall co-operate fully with the Trust during the handover leading to termination of Agreement. This co-operation shall extend to full access to all documents, reports, summaries and any other information required to achieve an effective transition without disruption to routine operation requirements.
- 22.3 Any equipment purchased for use under this Agreement, which has been paid for by the Trust, shall remain the property of the Trust and shall be handed over to the incoming contractor or the Trust.
- 22.4 The Contractor shall ensure that any computerised filing, recording, documenting, planning and drawing software systems utilised by the Contractor belonging to the Trust are transferred free of any charges to the Trust or persons designated by the Trust to facilitate a smooth contract handover.
- 22.5 It is expected that the outgoing contractor will, where necessary, cooperate fully with the incoming contractor regarding the handover of records and data. Such arrangements will be agreed with the Trust's contract lead and will be monitored by the Contract Lead