DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

DATE FOR ANSWER: **9 MARCH 2012**

ORDINARY WRITTEN NO: **AQW 9119/11-15**

Stephen Agnew (North Down): To ask the Minister of Health, Social Services and Public Safety, pursuant to AQW 8018/11-15, given that the Electronic Care Records (ECR) Project's proof of concept was for a view only portal that provided Health and Social Care professionals with a unified view of data from a variety of existing clinical information systems (i) why only the four top scoring companies in the tender exercise were contacted to provide costs for a project to implement a clinical portal to provide full ECR functionality and scope across hospitals; (ii) who made this decision; (iii) when this decision was made; (iv) how the four companies scored, broken down by each section; and (v) to detail the high level scoping document and ECR costs template provided to the companies

Edwin Poots

The top six companies from the Northern Ireland Electronic Care Record (NIECR) Proof of Concept pre qualification process were asked to provide costs, with five suppliers providing information.

It was considered that the inclusion of the costs of four suppliers was sufficient to inform the cost assumptions in the Outline Business Case, prior to the commencement of a new procurement process for the regional NIECR project. The decision to use the cost assumptions of these suppliers was taken by the Electronic Care Record Project Team in January 2011.

The Electronic Care Record Proof of Concept pre-qualification process scores of the four companies included in the Outline Business Case, the scoping and costs letter and the associated costs template have been placed in the Assembly library due to the size of the documents.

Date: 8/3/2012

Signed and approved by the Minister for Health Social Services and Public Safety

Raw scores			Company				
Q No		weighting	A	B	C	D	Max score
1	a3	2	3	0	3	3	10
2	a4	2	3	3	3	4	10
3	a6	2	0	3	0	0	10
4	a6	2	0	3	0	0	10
5	a6	2	0	0	0	0	10
6	a6	2	0	0	0	0	10
7	a8	2	3	3	0	3	10
8	a10	3	3	3	3	3	15
9	a11	2	3	3	3	3	10
10	a11	2	3	3	3	3	10
11	a11	2	3	3	3	3	10
12	a11	2	3	3	3	3	10
13	a16	3	3	0	3	1	15
14	b1	5	5	5	3	3	25
15	b2	2	4	4	3	4	10
16	b3	10	5	4	4	4	50
17	b4	5	3	3	3	3	25
18	b5	6	4	3	2	3	30
19	b6	4	3	3	3	3	20
20	b7	7	5	4	4	1	35
Weighted scores			Company				
			A	B	C	D	Total
		Total Score	229	203	182	171	335
		%	68	61	54	51	

		Type	Weighting	Score	Weighted Score	High Scores	Low Scores
A.	Background information						
A1	Full legal name of Candidate	N					
A2	To whom should queries about this application be addressed?	N					
A3	Candidate Details	N					
	Will the group or ultimate holding company be prepared to provide a financial and performance guarantee?	Score	2	0	0	Willing to provide both a financial and performance guarantee	Non committal or none
A4	Please provide a brief description of the candidate's main business	Score	2	0	0	Activities similar to those required	Activities not similar to those required
A5	In the field to which this PQQ Response refers, how long have you been conducting business?	N					
A6	Are you registered to the following standards ?						
	ISO 9000	Score	2	0	0	Quality standard certification yes – Score 3	Quality standard certification no – Score 0
	assessment body	N					
	date of assessment	Score	2	0	0	Has current assessment– Score 3	Has older or out of date– Score 0
	ISO 20000	Score	2	0	0	Quality standard certification yes– Score 3	Quality standard certification no-– Score 0
	assessment body	N					
	date of assessment	Score	2	0	0	Has current assessment– Score 3	Has older or out of date– Score 0
A7	REGULATION 23						
	Are you in breach of Regulation 23? If YES in relation to Regulation 23(4) only, please give details	S if Y				If not compliant then reject (PM will discuss with PALS if Regulation 23(4) only)	
A8	Public Liability (3rd Party Professional Indemnity) Insurance Held	Score	2	0	0	Higher than the expected annual contract value	>£2,000,000
A9	Employer's Liability Insurance held	N					
A10	Please provide details of any notification to your	Score	3	0	0	If none – score 3	Yes – notification
A11	Are you unqualified within						If non

		Type	Weighting	Score	Weighted Score	High Scores	Low Scores
	the meaning of the	Score	2	0	0	If No or N/A score 3	committal
	Have you been found guilty in law, of breaches under : Equal Opportunities?	Score	2	0	0	If N0 score 3	If YES score 0; if qualified score 1 or 2
	Health and Safety Legislation?	Score	2	0	0	If N0 score 3	If YES score 0; if qualified score 1 or 2 depending on nature
	In relation to the above, are there any outstanding claims or litigation against you? (see A12 response for details)	Score	2	0	0	If N0 score 3	If YES score 0; if qualified score 1 or 2 depending on nature
A12	If "yes" to any part of A11, please provide details. N						
A13	Economical and Financial Standing						
	Please provide the following details : Bankers to whom reference can be made ; enclosed copies of audited accounts and annual reports for the last 2 years to include the following: Balance Sheet , Turnover, Profit and Loss Account and Cash Flow, Full notes to Accounts, Director's Report, Auditor's Report, Tax Exemption Certificate (where appropriate) Where this information is not available in an audited form please provide, for the most recent full year of trading: A statement of the your Turnover, Profit and Loss and Cash Flow (enclosed)	Accountant only					

		Type	Weighting	Score	Weighted Score	High Scores	Low Scores
	YES…….. NO…….. Not Applicable If the last set of audit accounts is more than 10 months old can you confirm that the Company, as described in the last set of accounts, is still trading solvently? If YES please enclose a statement of turnover since the last set of published /audited accounts (enclosed) Current VAT Registration Number	S (Acct only)				If not compliant then may be assessed as risk HIGH unless mitigating factors.	
A14	The information in this section must also be provided for a parent company providing a financial and performance guarantee Bankers to whom reference can be made. Nominated Bank Account reference number: Please enclose copies of audited accounts and annual reports for the last 2 years to include the following: Balance Sheet (enclosed) Turnover, Profit and Loss Account and Cash Flow (enclosed) Full notes to Accounts (enclosed)						

		Type	Weighting	Score	Weighted Score	High Scores	Low Scores
	Director's Report (enclosed) Auditor's Report (enclosed) Tax Exemption Certificate (where appropriate) (enclosed) Where this information is not available in an audited form please provide, for the most recent full year of trading: A statement of the your Turnover, Profit and Loss and Cash Flow (enclosed) If the last set of audit accounts is more than 10 months old can you confirm that the Company, as described in the last set of accounts, is still trading solvently? If YES please enclose a statement of turnover since the last set of published /audited accounts (enclosed) Current VAT Registration Number:						
A15	Please identify any existing financial commitments or liabilities which could impact adversely upon your ability to meet the requirements in relation to this service. Accountant only						
A16	Are you prepared to commit to open book accounting within this procurement and service?	Score	3	0	0	Firm commitment with additional detail	Non committal or NO

		Type	Weighting	Score	Weighted Score	High Scores	Low Scores
B	**Technical or Professional Ability**						

		Type	Weighting	Score	Weighted Score	High Scores	Low Scores
B1	Do you have a developed ECR product/s? Please provide the product name/s And a brief description of the functionality/capabilities (not more than 500 words)	S Score	 5	 0	 0	 Well defined functionality/ capabilities relevant to requirements	Functionality/ capabilities not clearly defined, risk of not meeting requirements
B2	Please provide a statement of how many staff are employed in your organisation currently providing development, implementation and support of your ECR product or products, and what percentage of your total staff they represent. Managerial / Technical (senior) / Technical (junior) Full Time / Part Time % of Total Staff	 Score	 2	 0	 0	Sufficient/ adequate numbers / good balance	Insufficient/ inadequate numbers / poor balance
B3	At least one of these contracts must have involved the provision of these services to at least 100 registered users and with at least 25 feeder systems contributing to the ECR.						

		Type	Weighting	Score	Weighted Score	High Scores	Low Scores
	Please provide details of your expertise and experience in the table below in up to 5 contracts over the past 3 years in the implementation of an Electronic Care Record product where you acted as a prime, Consortium Member, or sub-contractor. Please include an indication of the scale of each contract (including the number of users of the ECR product) under each contract and the contract value. Your response must describe the following: 1. Your role in the delivery of the service (ie prime, Consortium Member or sub contractor)	S					
		Score	10	0	0	Several relevant examples of high value/user numbers/feeder systems, relevant, supportive summary(ies)	Limited examples. Not relevant,
	2. Type of organisation, public or private sector, numbers of users, locations where solution used 3. The supply, delivery, installation, implementation and maintenance of the ECR product. 4. Architecture and products used to capture source system data and present this in the ECR presentation layer.						

		Type	Weighting	Score	Weighted Score	High Scores	Low Scores
	5. Any facility to hyperlink or pass through to feeder systems, retaining the patient context and automatically logging the user on to the feeder system. 6. The process for matching of patient/client information from feeder systems into the ECR, including where there are different identifiers recorded in different systems for the same patient. 7. The training of clinical and technical users in the use and maintenance of the ECR product. 8. The approach to data security, confidentiality and patient consent to view data supported by the ECR product. 9. How the product can be customised at regional, local and user levels. You should also supply an executive summary of any independent evaluation published in connection with any of the projects specified. This may be included as a separate document.						
B4	Please provide the client name and address (postal	Score	5	0	0	Score 3 for three good, relevant	Score less for fewer
B5	Please provide the number and locations of the premises from which you provide services similar to those required by the Authority.	Score	6	0	0	Capability for strong, responsive coverage	Locations reduce suitability for required coverage
B6	Give details of any projects for contracts in excess of £100,000 in which you	Score	4	0	0	None = 3	Failure and /or damages

		Type	Weighting	Score	Weighted Score	High Scores	Low Scores
B7	Based on your previous experience please identify the most important factors that have made similar projects to the proposed service a success and describe any pitfalls encountered.	Score	7	0	0	Demonstrates good understanding of project	No or limited factors, limited understanding

NIECR Project
Room 103
Centre House
79 Chichester Street
BELFAST
BT1 4JR

Tel (028) 90542546
Email NIECR@hscni.net

Supplier Address Here

Dear

RE   NIECR High Level Scoping

Further to our recent discussion, I am grateful for you agreeing to help provide indicative costing guidance in relation to your ECR solution to support the submission of a business case for an ECR in Northern Ireland.

I understand that any information you may supply is commercial in confidence, and is purely indicative and we will not hold you to this pricing at any point in the future.

I enclose sample spreadsheets for you to record your estimated costs.   These spreadsheets contain the anticipated high level cost lines for the three options being considered.   Please see below for further details of our planning assumptions. This is not a definitive specification and does not form part of any procurement exercise.

If you need further clarification, please contact Gary (0776 2076938), Ella (0790 1853620) or myself (0779 4336007). It would be most helpful if we could have your information no later than Friday 21 February 2011.

Yours Sincerely

Des O'Loan

NIECR High Level Scoping

The ECR must enable the communication of health and social care information to support shared high quality, safe patient and client care in Northern Ireland.

The NIECR project is to design, procure, implement and support a regional Electronic Care Record system to provide an Electronic record for each patient or client who has an encounter with the HSCNI.

The ECR will be available at the point of care and will contain clinical information from multiple clinical operational systems across the entire HSCNI. The ECR will be secure with only authorized individuals having access to the records and a comprehensive audit trail of activity will be maintained.

The ECR will provide the ability to create new interactive forms to capture specific information and record this against a patient's record. The ECR will provide access to defined HSCNI clinical operational systems and will have the ability to be the HSCNI central repository for clinical patient information and be a hub for accessing and, where appropriate, updating this central store.

Scope of the Requirements

For business case purposes, there are three defined scopes to be appraised:

- ECRPoC Functionality: the functionality as deployed in the PoC system rolled out on a regional basis;
- Full ECR Functionality: as above, plus additional clinical information systems, notifications and alerts, forms-based data entry and tools for interrogation of audit logs;
- Enhanced ECR Functionality: as above, plus an identity management/SSO solution, clinical audit database reporting toolset, Registry functionality and public access to their own records.

For detailed information on the source systems, please see spreadsheets.

Assumptions regarding users and usage will be as below:

Usage Target	Yr 0 11/12	Yr 1 12/13	Yr 2 13/14	Yr 3 14/15	Yr 4 15/16	Yr 5 16/17	Yr 6 17/18
No of Users (total, with 15% maximum concurrency assumed)	300	700	2000	5,000	8,000	10,000	10,000
No of Trusts	2	5 + ambulance service	5 + ambulance service	5 + ambulance service	5 + ambulance service	5 + ambulance service	5 + ambulance service
No of GP Practices	10	50	150	200	250+	250+	250+
No of OOHs	2	7	7	7	7	7	7

NIECR Functionality

- The ECR must incorporate specified data from the source systems listed and integrate these into one single care record view;
- The ECR record must be available to all professionals involved in the patient pathway across primary, secondary and social care, subject to security and access controls;
- The ECR must provide a patient overview screen, which should show key demographics and GP details and be customisable by the user to show any other information in the dataset including (but not limited to)
  - Hospital and clinic visits and appointments
  - Patient documents
  - Diagnostics results and images
  - Current prescriptions
  - Allergies information
- The ECR must provide a user overview screen, which will be customisable by the user and should reflect their workflow and 'active' patients associated with the user, e.g. lists built by ward, clinic, consultant etc.;
- The ECR must enable users to flag or track patients and generate notifications of updates to data by ECR messaging, email, SMS etc;
- The ECR must enable the development of interactive forms to capture specific information and record this against a patient's record;
- The system should be user friendly and highly configurable and enable user training and support requirements to be minimised;
- The system should have the ability to 'pass through' to source systems by query in context e.g. patient level, record level, document level;
- The system should have the ability to launch in context from source systems;
- ECR screens must display to the user in under 5 seconds.

NIECR Solution Architecture

- The Supplier must supply and install an ECR application onto servers which shall be located in the Authority's Data Centres in Belfast, and must operate within the HSCNI ICT infrastructure;
- The solution must use either an Oracle or a SQL database;
- The solution must be web browser based and must not rely on any ECR software components being installed on client machines;
- The solution must have the capability to maintain a central persistent data repository of pushed information and also be able to pull information into this repository as required;
- The solution must be resilient with an ability to be failed over to provide continuity of service;

- The solution must provide proactive alerts to warn of forecast or actual system or interface failures.

Security, Confidentiality, Access and Audit

The ECR solution must provide the following:

- Configurable role based access;
- System usage and management reporting information and tools;
- Support various consent models including implicit, explicit and a hybrid of both;
- Support an access model based on patient wishes, user roles and patient activity status;
- Restriction of access to certain types of patient information;
- Provision of auditable 'break glass' facility to override restricted access if required;
- Provision of audit facilities which should capture user actions and information viewed within the system;
- Audit tools to enable targetted monitoring of access to records and adherence to confidentiality policies will be included in the solution;
- Secure authentication for users onto the ECR system.

Data Quality

- The ECR solution must be able to accurately match patient records across disparate systems within configurable parameters using the Business Services Organisation MPI as developed for the ECRPoC project;
- If a transaction cannot be matched exactly to a patient record, the solution shall have a facility to generate reports to inform users of feeder system mismatches and the ability to replay messages should correction of mismatches be made.

Supplier Services

The services required from the Supplier must be sufficient to implement and run the NIECR for the duration of the project, and must include:

- Project management;
- Technical Implementation;
- Integration and transformation of feeder system data;
- Database Administration Management;
- Server Management;
- Testing;
- Technical user training;
- End user training; and
- Support and maintenance.

	A	B	C	D	E	F	G	H	I	J
1										
2	**Business Case**			**Northern Ireland Electronic Care Record**						
3	**Option**									
4										
5	YEAR>			0	1	2	3	4	5	Total
6				*2011/12*	*2012/13*	*2013/14*	*2014/15*	*2015/16*	*2016/17*	
7										
8				£'000	£'000	£'000	£'000	£'000	£'000	£'000
9	**Capital Costs**									
10	**Procurement Costs - TPA**									0
11	Cope									
12	Legal									
13	PALS									
14	Financial expertise									
15	Site visits									
16	Goldblatt									
17	Clinical advisor 1									
18	Clinical advisor 2									
19	Project manager									
20	Technical manager									
21	Administrative support									
22										
23	**Procurement Costs - EU**									
24	Cope									
25	Legal									
26	PALS									
27	Financial expertise									
28	Site visits									
29	Clinical advisor 1									
30	Clinical advisor 2									
31	Project manager									
32	Technical manager									
33	Administrative support									
34										
35	**Infrastructure**									
36	Live environment									
37	Test environment									
38	Training environment									
39	Development environment									

	A	B	C	D	E	F	G	H	I	J
40										
41	**Server Infrastructure**									0
42	Oracle Licence	180000								
43	Oracle Processor	120000								
44	Blade Server	66000								
45	ESX Licence	24000								
46	SQL Licence	32000								
47	Chassis	40000								
48	Windows Server Licences	10400								
49	Fail over solution									
50	**Data Storage Infrastructure**									
51	Mirrored Disk Storage - 50 Tb usable disc	400000								
52										
53	**Managed Service setup costs**									
54	Systems availability	100000								
55	Systems Management	100000								
56										
57	**Network Infrastructure**									
58										0
59	**Application supplier costs**									
60	Regional NI Application Software Licence									
61	Regional NI Integration engine license									
62	Any other regional licenses									
63	1									
64	2									
65	3									
66	**HSCNI application interfaces - PoC ECR**									
67	HSCNI MPI									
68	HSCNI H&C Key database									
69	iSoft PAS									
70	ADT transactions									
71	Clinical documents									
72	Clinic & Ward lists									
73	Clinical Coding									
74	Laboratory - HSCNI									
75	ECR supplier costs									
76	Third party supplier costs									
77	Laboratory - Belfast									
78	ECR supplier costs									

	A	B	C	D	E	F	G	H	I	J
79	Third party supplier costs									
80	Endocrinology-Regional									
81	ECR supplier costs									
82	Third party supplier costs									
83	Radiology PACS - Sectra									
84	ECR supplier costs									
85	Third party supplier costs									
86	Radiology - NIRADS									
87	ECR supplier costs									
88	Third party supplier costs									
89	Radiology PACS - GE BCH									
90	ECR supplier costs									
91	Third party supplier costs									
92	Radiology PACS - Philips RVH									
93	ECR supplier costs									
94	Third party supplier costs									
95	A & E - Symphony									
96	ECR supplier costs									
97	Third party supplier costs									
98	A & E - HSCNI									
99	ECR supplier costs									
100	Third party supplier costs									
101	A & E - iSoft									
102	ECR supplier costs									
103	Third party supplier costs									
104	Social Care - Soscare									
105	ECR supplier costs									
106	Third party supplier costs									
107	GP - ECS link									
108	ECR supplier costs									
109	Third party supplier costs									
110	**Training**									
111	Technical - HSCNI staff									
112	Trust trainers									
113										
114	**Database Licences**									0
115	EMPI Licences									0
116	Supplier Implementation Services									0
117	Supplier Project manager									

	A	B	C	D	E	F	G	H	I	J
118	Supplier on site support for 1 year (4 people)									
119	Supplier on site support for 2 years (2 people)									
120										
121	**PR and Communications Cost**									0
122	Letters to patients	400000								
123	Posters/leaflets/TV	100000								0
124										
125	**Any other supplier capital Costs**									0
126										
127										
128										
129										
130										0
131	**Total Capital Cost (PreOB)**			0	0	0	0	0	0	0
132										
133	Optimism bias uplift									0
134										
135	**Total Capital Cost (Post OB)**			0	0	0	0	0	0	0
136										
137	**Non-Recurring Revenue Costs**									
138	**Pay Costs**									
139	Project Manager									0
140	Project Support x 2									0
141	Clinical Advisors									0
142	System testers									
143										
144	**Recurring Revenue Costs**									
145	**Pay Costs**									
146	Trust ECR Directors									0
147	ECR Regional Technical Manager									0
148	System Manager									0
149	Integration Lead									0
150	Technical Support									0
151	ECR Regional Service Delivery Manager									0
152	ECR Regional Service Delivery Support									
153										
154	**Non Pay Costs**									
155	Supplier Application Support									0
156	EMPI Support									

	A	B	C	D	E	F	G	H	I	J
157	Architecture maintenance									0
158	IUVO support	N/a								0
159	3rd party interface support									0
160	Application managed service (inc database)									0
161	Helpdesk and triage									0
162	Prime Management Services									0
163										
164	**Total Revenue Costs**			0	0	0	0	0	0	0
165										
166	**Total Cost (Pre OB)**			0	0	0	0	0	0	0
167										
168	**Total Cost (Post OB)**			0	0	0	0	0	0	0
169										
170	Discount Factor	3.50%		1.0000	0.9662	0.9335	0.9019	0.8714	0.8420	
171										
172	-Year			0	0	0	0	0	0	0
173	**-Cumulative NPC Pre OB**			**0**	**0**	**0**	**0**	**0**	**0**	
174										
175	-Year			0	0	0	0	0	0	0
176	**-Cumulative NPC Post OB**			**0**	**0**	**0**	**0**	**0**	**0**	