**Yorkshire Ambulance Service NHS Trust:** Mass Communication Tool Project Industry Day Application

*techUK is working with the Yorkshire Ambulance Service NHS Trust to deliver an industry day for potential suppliers to be updated on the Mass Communication Tool project and present their ideas and solutions. You are invited to express an interest in presenting at the industry day.*

**Background**

The aim of the project is to procure a hosted (YAS independent) communication capability to support for the delivery YAS A&E Operations 999 service. The expected benefits for YAS include:

* Will support Emergency Preparedness Resilience and Response (EPRR) standards.
* Better patient care by assisting capacity planning in ensuring correct number of staff on shift to meet patient demand
* Improved support and system management in the areas of Command, Support, Information Governance, Management of alternative resources in the event of Mass Casualty, Voluntary Ambulance Service (VAS), Private Ambulance Service (PAS), Media and the Trust
* More efficient use of Trust resources through information sharing i.e., Aid A&E Operations with mass communication in the event of Major Incident Stand by and Major incident declared
* Enhanced business continuity
* Efficient procurement that will realise cost savings for YAS services i.e 111/PTS and other NAA Trusts

Needs to be scalable to allow other YAS service lines (111 and PTS) and ambulance Trusts across the NAA to adopt in the future and is likely to involve:

* A single-service award, that has the flexibility to accommodate further potential uptake if required - either within YAS or externally, provided this is detailed from the outset and covered by the contract.
* This contract type can be achieved either through a further competition within an existing framework agreement or by an above-threshold open Tender; and further work is required to confirm the final route.

Key User Requirements for the MCT for YAS A&E Operations 999 service include the following identified as below:

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| **Key User Requirement (KUR)** |
| Support YAS 999 initiatives |
| Adapt to YAS 111 initiatives |
| Adapt to YAS PTS initiatives |
| Provide a fully auditable record of communications to track time and destination of messages with automatic resending of messages to failed destinations and timely reports to highlight message failures. |
| Support two-way messaging across the full range of formats including SMS, email and voice with the ability to extract key data from partners’ alert systems. |
| Support pre-prepared templates and texts to support the timely response to planned operations and immediate actions in accordance with established tactical options  Support attachments and be able to carry UK OFFICIAL SENSITIVE material to support the Trust’s response to Marauding Terrorist Attack (MTA) and Chemical, Biological, Radiation and Nuclear (CBRN) incidents. |
| Operate with other Trust based systems such as Computer Aided Dispatch (CAD) and Global Rostering System (GRS) and external systems such as Resilience Direct, and be future proofed for compatibility with Emergency Services Network (ESN) ESN |
| Provide a high degree of reliability through a hosted service that provides an out of hours cover with failure alerts |
| Supports the Trust’s maintenance of ISO22301 |
| Minimises set up, training and running costs, and any operating costs associated with its use should be auditable against the incident or to support cost analysis. |
| Can support the validation of frameworks such as Emergency Preparedness Resilience and Response (EPRR) / Blue Book and OPEL. |

**Format**

Following a briefing webinar on 1st November 2022 to provide interested organisations with information on the Mass Communication Tool project, potential suppliers are now invited to express an interest in presenting their ideas and solutions for the project at the industry day.

Link to briefing webinar: [Yorkshire Ambulance Service NHS Trust: Mass Communication Tool Project – Initial Briefing - YouTube](https://www.youtube.com/watch?v=VW6vdI7c6co)

Once the deadline for submissions passes, the YAS MCT project team will review the applications and invite those who best meet our requirements to take part in the industry day. At this point we will also provide more information on the MCT requirements overview to inform the industry presentations.

The date of the industry day is to be 6th December 2022. It will comprise an update and more detail on the project from the MCT project team, followed by presentations from individual suppliers to the project team and operational staff (MCT Users) from YAS. The team will circulate responses to any questions asked during individual sessions to all participants after the event.

The industry day will be followed by a request for indicative costs to inform the Business Case. If the business case is approved, the expectation is that an invitation to tender will follow at the end in January 2023.

***Disclaimer***

*The industry engagement event and any associated documentation issued do not form part of any invitation to tender. Any organisation or individual attending the engagement event is doing so to support market research only and to help make the potential commissioning process more focussed and efficient. No supplier selection or supplier preference is implied. Any information provided by NAA about the requirement and procurement process to be followed is indicative only, and subject to change / confirmation. Potential responders will not be prejudiced in any future procurement processes by either responding or not responding to this soft market engagement exercise.*

**Interested?**

**If you’d like to apply to present at the Industry Day, please complete the form below and return it to robert.walker@techuk.org by 15th November 2022.**

**YAS Mass Communication Tool Project: Industry Day Application Form**

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| **Please provide a short profile of your company**  ***(maximum 500 words)*** |
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| **Please provide a short overview of the product(s) that you would like to present at the Industry Day, specifying which service(s) (999/111/PTS) it is suitable for**  ***(maximum 100 words / product)*** |
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| **Please describe two recent projects that you feel demonstrate the applicability of your solutions to this programme. Please include details of the duration of key project stages, when these took place and scale of the solution in terms of concurrent users and throughput. Please also include details of subcontractors used in the delivery of these projects.**  ***(maximum 750 words / project)*** |
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| **Please describe your approach to delivery and explain how this ensures customer’s expectations are fulfilled. Describe how you would approach YAS’s requirements for a Mass Communication Tool solution, including appetite for and experience of working with other suppliers to integrate with their solutions**  ***(maximum 750 words)*** |
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| **Following the industry day, we will require indicative costs and licensing models for your solutions to inform the Business Case. What basic information do you require in order to provide this?** |
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