G- Cloud Service Definition Document

G Cloud 14 May 2024

Description of Service

Prep is an app designed to help healthcare providers manage the logistics of drug packs and site-based drugs. It can be used to support processes around drug replenishment, delivery, usage and inventory management. The Kit Prep app reduces manual data entry and paperwork, can improve inventory accuracy and can support operational teams to be more effective and efficient by improving drug security, reducing unnecessary inventory and avoiding wastage. It can be used across a range of healthcare providers including ambulance services, acute and community healthcare organisations.

Key Features of Kit Prep are:

- Specifically developed for medicines management across multiple sites (e.g. ambulance stations, acute or community sites of service);

- Has a simple IOS interface which makes it easy for front line staff to use;

- Can be deployed and managed at scale through Mobile Device Management (MDM);

- Designed to provide a live view of drug pack inventory across all sites;

- Covers each significant part of the medicines' management supply chain;

- Can be adapted for different organisation types, inventory categories and organisation roles;

- Ability to set up API feed for use in customer data warehouse;

- Ability to utilise camera and bluetooth scanning options for quick data entry;

- Can be used with paper or electronic drug usage forms

- Administration of users, drug packs and pack contents can all be managed through a dedicated administration web portal

Controlled drugs module

Kitprep will provide a legally compliant, end-to-end digital controlled drugs register across all three levels: hub, spoke, and pouch. Every drug movement, from delivery to disposal, is digitally captured, time-stamped and assigned to a named user. Entries are indelible and fully auditable, following the requirements set out in the Misuse of Drugs Regulations 2001 and NICE guidance.

Whether a drug is in transit, on station, packed in a pouch, administered to a patient, or returned as waste, its status can be tracked down to the individual ampoule. If the CQC asked tomorrow, *"Where is every ampoule of morphine in the Trust?"* - the answer would be one click away.

Every drug movement will be digitally logged and tied to a named user, date/time, location, and batch. If a discrepancy arises, the Trust will know who had what, when, and where — with an audit trail to investigate.
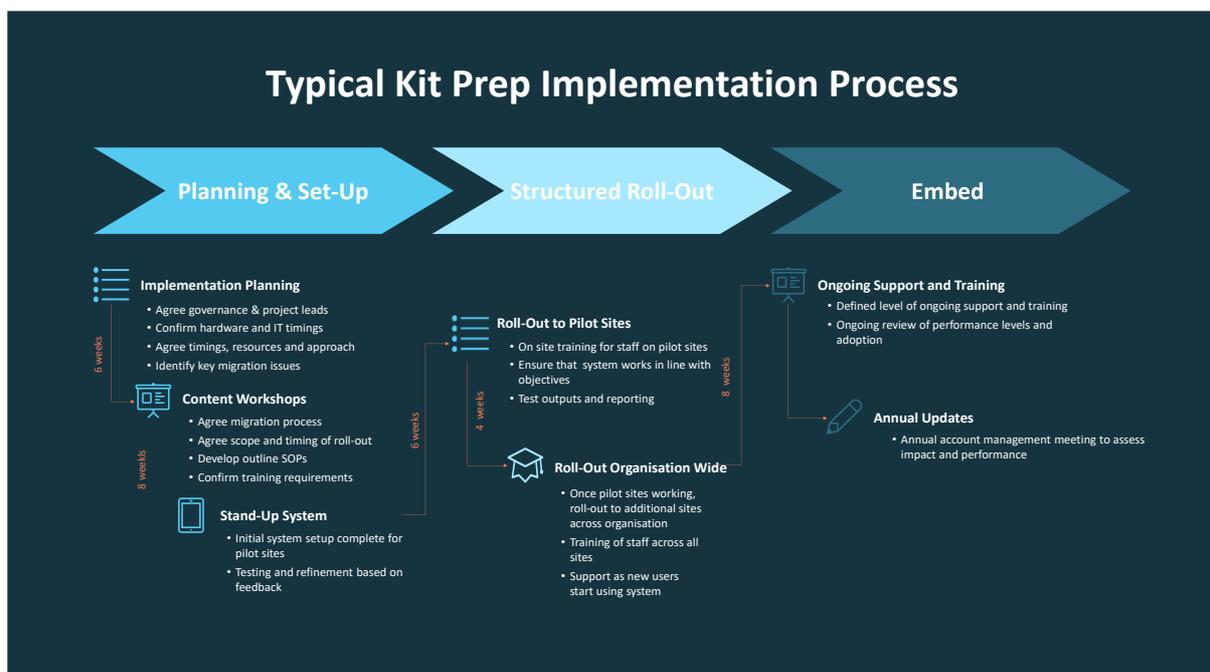
Onboarding Support

As part of onboarding new customers, Kit Prep will agree an implementation plan which will be discussed and agreed with the customer. Key features will include:

- Technical and hardware requirements for the app;

- Resources required from customers to support effective implementation;

- Information required from customers for set up and configuration;

- A detailed timetable for implementation including key dates for workshops and training and roll-out (pilot and full scale);

- Materials to support implementation (communications, registration documentation, training materials and user guides) as well as the level of implementation support to be provided by Kit Prep.

Implementation Plan

In implementing Kit Prep, a standard implementation methodology will be followed. Precise timings will be determined by the scope and scale of each client implementation:

Technical Requirements

The technical requirements to deploy Kit Prep are as follows:

Cloud deployment model	Public cloud, multi tenanted. Can support MDM deployments.
Service platform	Kit prep is available on iOS smartphones and tablets. It aims to be backwards compatible providing support to devices on the two previous OS versions. The app requires internet access. Can support MDM deployments.
Domain	kitprep.com
System requirements	• Compatible iOS devices. • Internet access. • Ability to update to the latest version of the app. • Licences required for usage. • Compatible organisational processes and approach.

Customisation and Service Constraints

As Kit Prep works in parallel with logistics support processes, specific scoping and customisation phases will be required. These are included in the implementation plan and will be agreed in advance with the customer. Any customisation of the system will be incorporated into this process.

Kit Prep reserves the right to conduct ongoing maintenance on the system in line with industry best practice. Such work will be advised to the customer no later than 5 working days before the maintenance is to take place.

Pricing overview

Pricing for Kit Prep comprises 2 elements:

Element	Basis of Calculation	Amount (excl VAT)
Annual Licence Fee	An annual cost per clinical site included in the deployment A clinical site could be an ambulance station, acute unit or community clinic	£2,500 per annum per clinical site for basic package for all customers £3,200 per annum per clinical site for enhanced package (*includes paramedics for ambulance customers)

Implementation And Consulting Fees	Based off agreed implementation plan and number of Kit Prep days at appropriate level or additional consulting days as agreed with the customer	Rates as per rate card included in SFIA Rate Card (for G-Cloud 14)

Ordering and Invoicing

To order Kit Prep, buyers should contact Kit Prep to discuss their specific requirements for the app. Kit Prep will provide a quotation ("the quote") for the service in line with the pricing outlined in our pricing document for the scope of services required.

To buy Kit Prep, buyers should send Kit Prep a signed copy of the G Cloud call off contract. Kit Prep will provide you with a marked up version in line with the quote.

Once the Buyer has contracted with Kit Prep, Buyers should provide Kit Prep with a Purchase order within 5 working days of the subscription start date. Kit Prep will then invoice Buyers in line with the frequency outlined in the contract (typically annually in advance).

Service Levels, Performance, Availability and After Sales Support

Kit Prep seeks to provide a high level of service support to its customers. This includes email and phone support for day to day support and a named account manager who will meet with you at agreed intervals throughout the term of the contract.

Contact Method	Phone, email.
Support response times	We aim to respond to enquiries within 48 hours during weekdays.
Phone support availability	Office Hours (0900 – 1700), Monday to Friday.
Onsite support	Online, email and phone support is included within the software licence fee. On site support will be provided at a cost (from £800 per day, excluding VAT) in line with the SFIA Rate Card
Support included within licence fee	- User approvals and changes to inventory list (up to agreed levels of +10%) - Troubleshooting of app. - Account management.
Other support available	- Additional training. - On-site presentations and workshops. - Bespoke reporting or presentation materials.

	• Development work specific to individual customer (ie not part of general app updates).
Support available to third parties	Yes – with written confirmation from client.
Guaranteed availability	> 98% service availability, assured by Cloud Service provider assertion.
Outage reporting	Email alert.

Data Backup and Restore, Disaster Recovery and Business Continuity

Kit Prep is a SaaS based system using modern, highly available data centres (AWS). Data is backed up every 24 hours. Tendable Limited as a company has a high degree of resilience allowing business continuity due to its cloud first and mobile only approach. The Kit Prep support team has developed a robust approach to remote working proven during the lockdown of 2020.

Serious disruption may be caused by circumstances beyond the control of Tendable. These could include:

• the loss of the organisation's WiFi

• the disruption of the 4G network

• physical exclusion from access to a site etc.

As a Cloud based application the customer should have a back up plan where their internet is not working.

Termination, Repayment of Fees and Offboarding of Customers

At the end of the contractual term, Kit Prep customers may decide not to enter a new contract for Kit Prep. In this case, the customer will simply not renew the contract. There will be no repayment of fees by Kit Prep to the customer since the contract will have run its full term.

Further, in certain specified circumstances identified in the contract, customers will have the right to terminate the Kit Prep contract prior to the contract term by giving notice to Kit Prep. In this event, Kit Prep will refund to the customer any fees received for the period following the expiration of the notice period, and after deducting any additional offboarding fees agreed.

Under either of the above events, Kit Prep will work with customers to effectively offboard services on the termination of the contract. Key elements of the offboarding process will be:

End-of-contract data extraction	Customers will be provided with an electronic copy of all historical data in flat data format. Customers utilising API data feed will already have full data sets.
End-of-contract process	Included in the price of the contract:

	At the end of contract, the customer will have the option for Kit Prep to archive or delete their data. All users access to the Kit Prep app will be revoked.
	<u>Not included in the price of the contract:</u>
	Any additional requirements such as specific offboarding planning support, tailored data or reports will be subject to additional costs at standard rates.