



A care system support organisation



G-Cloud 14 Service Definition document

Disclose



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Contents

- Supplier overview
- Service overview
- Core service functionality
- Objectives, values and benefits
- Ordering and invoicing (including trial/demo options)
- On-boarding and service deployment
- Technical and client-side requirements
- Off-boarding and service termination
- Data assurance, security and governance
- Service support and training
- Customer responsibilities
- Contact details for further information



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Supplier overview

NECS provides services to public sector and healthcare organisations.

Our vision is to make life-changing improvements to patients living in the communities we serve.

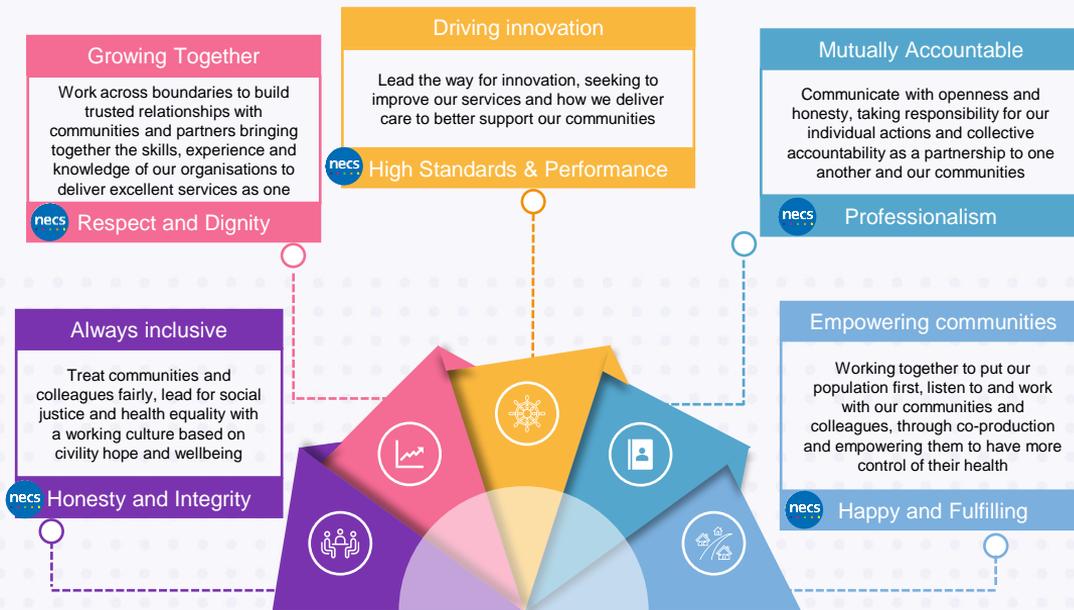
We have more than 1,800 staff who work throughout England and Wales. Our customers include NHS England, NHS Providers, Integrated Care Boards (ICB), Local Authorities, Private Health Care Providers, universities and the private sector.

In the past year we have delivered 290 contracts for NHS England.

NECS has the following certification:

- ISO9001
- ISO27001
- Cyber Essentials Plus

NECS values align with the NHS Constitution



NECS is proud to be part of the NHS



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Service overview

A digital tool which gives an effective way to manage an organisation's conflicts of interest, including declarations, gifts and hospitality.

Disclose is a digital tool that enables the management of risk, while improving efficiency, accuracy and reducing administrative burden.

NHS England require all ICB/ICSs to have arrangements in place to ensure they act with probity. Disclose is a tool designed to support submissions by providing an audit trail for approval and commentary.

Disclose allows the management of actual or perceived conflicts and archive records, supporting openness, transparency and governance. By meeting regulatory requirements, Disclose helps to mitigate risk, enforce good governance principles and reinforce an organisation's values. Disclose guides employees and stakeholders thoughtfully through the disclosure process and sets clear expectations, while proactively engaging and educating employees about their Conflict of Interest policy.

A demonstration of Disclose can be organised, to discuss the functionality and benefits of the system.



Core service functionality

Simplifying the process for stakeholders

Disclose guides employees and stakeholders thoughtfully through the disclosure process and sets clear expectations, while proactively engaging and educating employees about their Conflict of Interest policy.

Disclose delivers the NHS England Conflict of Interest requirements in one easy system. Key benefits are:

- Real-time reporting and data exports.
- Instant e-mail verification and direct messaging.
- Customisable review dates and process.
- Customisable committees, groups and panels.
- Automatic reminders and escalation.
- Easily accessible from smartphone, PC or tablet.
- Reduce administrative burden.



Core service functionality

Analytics, dashboards and reporting

Key benefits include:

- Providing an organisation-wide view of risk.
- Highlights all existing potential conflicts.
- Ability to track, manage and monitor conflict of interest disclosures on an on-going basis.
- Centralised dashboard providing updates on progress and tracking completion rates in real time.
- Supports the identification of non-disclosure.

Automatic reminders and escalation

Key benefits are:

Eliminates manual follow-up and administrative burden.
Supports completion rates with reminders leading up to, and after, the due date of disclosures.
Automatically escalates high risk to relevant administrators.



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Objectives, values and benefits

Disclose delivers the NHS England Conflict of Interest requirements in one easy system. Key benefits are:

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- Customisable committees, groups and panels.
- Automatic reminders and escalation.
- Easily accessible from smartphone, PC or tablet.
- Reduced administrative burden.



On-boarding and service deployment

The implementation of Disclose will be led by the customer. This will be wholly supported by dedicated Disclose implementation and training personnel. A task and finish group comprising all stakeholders will be set up at the first implementation meeting. By signing up to use Disclose, customers are signing up to:

- A non-exclusive, non-transferable licence, without the right to grant sub-licences, to use Disclose internally within their own organisations for the purpose of internal data analysis, processing and reporting requirements, and for no other purpose.
- Where named staff or other third parties are permitted to access the System, this will always be by prior arrangement between the customer and NECS.
- Customers are not permitted to grant or enable access to Disclose to third parties without the prior consent of NECS.

Estimated deployment to live would be one day.



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Technical and client-side requirements

The platform can be accessed via any modern web browser using the latest version released (or one prior the latest version - see details below) and does not require installation of any additional software on the end user's machine or the organisation's network. We recommend the minimum bandwidth internet connection should be 2mbs, with a recommendation of 5mbs or higher.

- Android and Apple are supported – must be latest release or one prior to the latest version
- Acceptable browsers: Chrome, Firefox, Android Browser, IOS Safari, Edge

NECS shall not be liable for any failure to perform any of its obligations if such failure is due directly or indirectly to the failure by the customer to maintain its internet connection or hardware or software appropriate for use of Disclose.



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Off-boarding and service termination

When off-boarding occurs, data is securely exported and transferred to the relevant organisation in compliance with local policies and protocols.

If off-boarding involves transitioning to another provider organisation, decisions regarding the retention, transfer, or deletion of data and information must be collaboratively discussed and agreed upon with the customer, adhering to applicable information governance and legal requirements.



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Data assurance, security and governance

The data held within the Disclose System is protected to the highest information governance standards, with tight security, strictly controlled access based on the role and privileges of each user, and a highly resilient and reliable technical infrastructure. Data is encrypted to NHS standards.

NECS are a data processor for the data in the system. The deploying organisation is responsible for setting up and managing their own local data sharing agreements if they want to share system data with other organisations. Data quality assurance is the responsibility of the deploying client.

Disclose does not have the potential to affect patient outcomes and thus is not required to be compliant with DCB0129 or DCB0160.

All live data is held within a hosting provider's data centres based in the UK. Data is processed within the UK based hosting provider and stored securely within the data centre. The hosting provider has implemented appropriate controls to protect customer networks from compromise, eavesdropping or intrusion. The hosting provider performs security monitoring of infrastructure, regular automated vulnerability scanning of internal infrastructure and strong network security and segregation controls. Service migration and system updates are carried out as a managed procedure during out-of-hours periods, normally overnight on a Friday. When it is a planned update, the data is restored and fully tested over a weekend to guarantee business continuity.



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Service support

Support services are automatically included in the Disclose service fee. Support material is published and managed through the Disclose system.

Service desk support is in place to provide a single point of escalation for users where issues cannot be resolved locally. As a standard offering, escalation technical support will be provided between 08:30hrs to 17:30hrs, Monday to Friday (excluding national holidays) via email and phone. The core functions of support provided are listed on the following pages. These functions and the core support hours can be extended and customised to meet our customers' requirements subject to contractual arrangement.

Any scheduled system maintenance that is to take place between the hours of 8.00hrs and 18.00hrs Monday to Friday would be notified to the customer a minimum of two weeks prior to the event. This would occur only in exceptional circumstances.

Services and support to the customer will be agreed prior to implementation and service delivery phases.



Service training

Basic deployment training is included as part of the Disclose service fee.

The customer may request additional training at any time during the life of the agreement. Additional training not included as part of deployment is outside the scope of the standard pricing for Disclose (see Pricing Document) and will be chargeable.

When considering additional requests, the following matters shall be agreed in writing by the parties:

- The scope of the training services.
- The estimated charges.
- The timetable for the completion of the additional training sessions.



Customer responsibilities

- The customer is responsible for maintaining and confirming their own information governance processes and policies are adequate and will ensure NECS personnel are made aware, in advance where possible, of any impact or restriction local variations may introduce to NECS delivery of the Disclose service.
- The customer shall keep confidential Disclose and limit access to those of its employees and agents who use Disclose.
- Without prejudice to the foregoing, the customer shall take all such other steps as shall from time to time be necessary to protect the confidential information and intellectual property rights in Disclose.
- The customer shall be responsible for maintaining as confidential the passwords issued to the customer for access to the customer's data within Disclose.
- The customer shall only permit its authorised employees and agents to use Disclose.
- The customer shall keep confidential information of a confidential nature received from NECS as a result of discussions leading up to the use of Disclose or pursuant to the terms of its use and shall not disclose data in the System to any third party or permit access or use of the System by unauthorised third parties, without the prior written consent of NECS.
- The customer shall be responsible for providing all relevant data in accordance with the agreed data extract schedule.



Customer responsibilities

- It is the responsibility of the customer to provide (or under specific agreement make accessible) all data required to populate the Disclose Dashboards. Detailed data definitions and specifications will be provided to the customer.
- If training is required, the customer will be responsible for ensuring that personnel can be allocated the necessary time to do this.
- The customer shall inform NECS of any changes which may affect reference data, for example change of name for CCG or GP Practice.
- The customer shall inform NECS when a user no longer requires access to Disclose.
- The customer shall not assign, transfer, sell, lease, rent, charge or otherwise deal in or encumber Disclose nor use on behalf of or make available the same to any third party save that in appropriate circumstances NECS may grant permission to sub-licence Disclose to third parties which NECS has previously approved in writing and which third parties have undertaken equivalent obligations as to confidentiality and use of Disclose as are set out in these terms and conditions.
- The customer shall not copy or reconstruct the whole or any part of Disclose.
- The customer shall not modify, merge or combine the whole or any part of Disclose with any other software or System without obtaining the prior consent of NECS.
- The customer shall bring to NECS attention any potential information governance risks including but not limited to those specific provisions surrounding person confidential data.



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For more information please contact:

necsu.busdev@nhs.net