



## PRICING DOCUMENT

## LIST OF SERVICES

### **EPRO BED MANAGEMENT / WHITEBOARDS AND DISCHARGE PLANNING SOFTWARE**

Epro Bed management can be offered either as software-as-a-service or a locally hosted solution with the following elements:

- Software
- Implementation and Setup
- Consultancy

#### **Software Licence:**

Product Option (per user – min 20)	Cost	Period
Epro Bed Management	£1 to 68	Per month

(Discounts for multiple modules are available)

#### **Implementation and Setup:**

To set up a new customer on the system, there is a one off charge of £TBC, larger implementations are allocated dates, which are pre agreed at the cost of consultancy as laid out in the documentation below.

#### **Consultancy:**

Standard consultancy day rate is £750 +VAT.

#### **Support:**

Online and telephone support is included in the annual software subscription as detailed above. Epro operates a 8am until 5.30pm weekday service, and addition premium can be offered for 24/7 cover.

### **GENERAL CONSULTANCY / SERVICES TIME**

Regular - Packages of professional services days, usable for any type of work from the items listed below

- Package one – 10 days' professional services (time and materials)
- Package two – 5% discount – 25 days' professional services (time and materials)
- Package three – 10% discount – 50 days' professional services (time and materials)

Out of hours - Package of professional services days (standard rate + 50% during weekdays, standard rate +100% during weekends)

- Package one – 5 days' professional services (out of hours, time and materials basis)
- Package two – 5% discount – 10 days' professional services (out of hours, time and materials basis)
- Package three – 10% discount – 15 days' professional services (out of hours, time and materials basis)

**MONITORING AND MAINTENANCE (PACKAGES OR CHARGEABLE ON MINIMUM INCREMENTS OF 1 DAY, AMOUNT AS AGREED UPFRONT)**

System monitoring and maintenance (as requested or proactive) - 3 days package of the below, or quarterly / bi-annual / yearly packages

- Monitor and analyse server resources and Epro system load
  - Review Epro error logs to identify any errors which haven't been reported or noticed
  - Run general database performance / health analysis
  - Analyse the problem, slow or expensive queries and optimise them
  - Add / update indexes where necessary
  - Ensure that database backup schedule is maintained and that there is adequate disk space free for the database to grow
  - Service bus error message monitoring
  - HL7 interface monitoring
  - Provide written report
  - Provide initial consultancy to resolve identified issues
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- Full system monitoring package - 3 months (weekly monitoring) - 15 days
  - Full system monitoring package - 6 months (weekly monitoring) - 30 days (-5% discount)
  - Full system monitoring package - 1 year (weekly monitoring) - 60 days (-10% discount)

**DATA WORK (PACKAGES OR CHARGEABLE ON MINIMUM INCREMENTS OF 1 DAY, AMOUNT AS AGREED UPFRONT)**

Data health checks (items as required or package of the below, include written report to the Trust and initial consultancy about potential resolution)

- Full data package: 7 days services
- Separate items
  - Check for 'unknown' values on entities, and resolve (e.g. responsible clinician set on clinic appointments) - 1 day
  - Check for data mismatches, e.g. patients whose GP is not registered at the same surgery - 1 day
  - Check for patients without GPs - 1 day
  - Check for outbound HL7 failures - 1 day
  - Check for any problems in routine Trust workflows e.g. make sure transcribed items are linked with dictations - 1 day
  - Report on overdue letters - 1 day
  - Report on letter distribution - 1 day

Data resolution work (items as required or package of the below)

- Bulk data import
- Resolve HL7 errors where possible / onsite consultancy to work with the Trust on HL7 issues
- Correct unknown entities in the database

**ONSITE CONSULTANCY (CHARGEABLE ON MINIMUM INCREMENTS OF 1 DAY, AMOUNT AS AGREED UPFRONT)**

Upgrade onsite support plus (as required)

- Briefings ahead of major upgrades
- Onsite presence the day after major upgrades
- End-user floor walking

Six-monthly account management visits

- Review of Trust issues and workflows
- Provide consultancy around future workflows and Epro as supporting system

Trust workflow consultancy (as required or on regular basis)

- Analyse current printing pattern and identify areas of potential savings
- End – user floor walking to identify issues the Trust is not aware of
- Onsite consultancy to improve workflows, e.g. letter productions

**UPGRADES**

## Standard upgrade - 8 days

- Including Trust hardware review
- Including up to two test rehearsals
- Including project management

## Extended upgrade - 10days

- Including Trust hardware review
- Including project management
- Including up to three test rehearsals
- Including one day onsite for project review and review of Trust queries
- Including one day onsite post upgrade

## Support plus upgrade - 14 days

- Including Trust hardware review
- Including project management
- Including up to four test rehearsals
- Including one day onsite for project review and review of Trust queries
- Including weekend upgrade and support
- Including one day onsite post upgrade

## Support extra upgrade including data clean-up - 14 days

- Including Trust hardware review
- Including Trust data review
- Including clean-up of data
- Including project management
- Including up to four test rehearsals
- Including one day onsite for project review and review of Trust queries
- Including one day onsite post upgrade

**DEPLOYMENTS**

## Additional test rehearsal - 1 day

- Copy live database to test
- Upgrade Epro version on live data
- Complete post migration configuration

## Upgrade of Trust server between Epro versions - 1 day

- Take backup
- Prepare migration
- Complete post migration configuration

## Patch of Trust server - 1 day

- Take backup
- Prepare migration
- Complete post migration configuration

**EDUCATION & TRAINING (CHARGEABLE ON MINIMUM INCREMENTS OF 0.5 DAYS, AMOUNT AS AGREED UPFRONT)**

1. Onsite training (as required or on regular basis)
  - a. Delivery of bespoke and packaged training courses (training course overview available)
  - b. Providing of training material
2. Bespoke training material
3. Clinical safety education (as required or on regular basis)
  - a. Best practices around clinical safety
  - b. Epro safety case
  - c. Safety reviews with the Trust around internal processes
  - d. Joint clinical safety case review

**SYSTEM INTEGRATION (CHARGEABLE ON MINIMUM INCREMENTS OF 1 DAY, AMOUNT AS AGREED UPFRONT)**

- Onsite scoping discussion
- Technical specification document
- Develop integration mechanism
- Apply to test server and configure as required
- Apply to live server

**DOCUMENT IMPORT (CHARGEABLE ON MINIMUM INCREMENTS OF 0.5 DAYS, AMOUNT AS AGREED UPFRONT)**

- Analysis of document batch
- Processing raw data
- Configure Epro import tool for document import
- Import documents onto test server and configure import tool if changes required
- Import documents to live

**TEMPLATE DESIGN (CHARGEABLE ON MINIMUM INCREMENTS OF 0.5 DAYS, AMOUNT AS AGREED UPFRONT)**

- Review of template provided by the Trust
- Implementation of template and revision with Trust
- Deployment to live
- Revision as required
- Deployment to live
- Revision as required

**TEMPLATE TRAINING (CHARGEABLE ON MINIMUM INCREMENTS OF 0.5 DAYS, AMOUNT AS AGREED UPFRONT)**

- Onsite consultancy and support in template creation
- Transfer of skills regarding field logic
- Deployment to test
- Revision as required
- Deployment to live
- Consultancy if further revision is required

**REPORTING AND AUDIT (CHARGEABLE ON MINIMUM INCREMENTS OF 0.5 DAYS)**

- Onsite consultancy and scope discussion
- Data analysis in Epro as per Trust requirements (e.g. frequently prescribed drugs, reasons for admission, co-morbidities)
- Written report to Trust

**PRE-DEFINED REPORT CREATION (CHARGEABLE ON MINIMUM INCREMENTS OF 0.5 DAYS)**

- Onsite consultancy and scope discussion
- Specification document
- SSRS report and relevant data views
- Documentation
- Deployment to test
- Revision as required
- Deployment to live