

Commercial Directorate,  
Medical Services Contract  
Management

RPF 27: Recording Medical  
Assessments

Sept 2010

**0. DOCUMENT CONTROL****0.1 Summary**

This paper requests proposals from Atos Healthcare to record (voice) medical assessments.

**0.2 Key Personnel**

Role	Name/Position
Author	[REDACTED]
Approved by	[REDACTED]
Authorised by	[REDACTED]

**0.3 Document status history**

Version	Date	Reason for Update
0.1	27 <sup>th</sup> September 2010	Initial Draft
0.2	4 <sup>th</sup> October 2010	Requirement changed, revised draft
0.3	13 <sup>th</sup> October 2010	Further changes incorporated

**DISTRIBUTION**

[REDACTED]	HWWD
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[REDACTED]	CMMS
[REDACTED]	JCP
Atos Healthcare	

**1.0 BACKGROUND**

- 1.1 Currently Atos advise customers who request that their medical assessment is recorded, that professional calibrated recording equipment and a professional operator to operate any recording must be provided at the claimants' cost. Duplicate recording must be made and a copy provided to the HCP at the assessment in addition recording must be with prior consent of the HCP undertaking the assessment.
- 1.2 A number of complaints and enquiries from MPs have been about why medical assessments cannot be recorded. Due to this, Legal advice has been

obtained to confirm that recording of assessments for the claimant must be allowed without unreasonable obstructions. The majority of the claimants who request that their medical assessment is recorded, do not have the financial means to provide the specified recording equipment.

- 1.3 Following a recent MEC visit by Minister, it was requested that recording of medical assessments should be available.

## 2.0 SERVICE DESCRIPTION

- 2.1 Unless otherwise stated within this RFP, the current contracted terms and conditions will apply.
- 2.2 Atos Healthcare **MUST** provide options to:
- record all medical assessments, including DVs
  - record medical assessments, when a requested by the claimant
- 2.3 Atos Healthcare **MUST** provide two proposals, including details of proposed internal processes, for recording (voice) medical assessments:
- digitally
  - analogue
- 2.4 Atos Healthcare **MUST** advise whether there is scope to record assessments on MSRS.
- 2.5 Atos Healthcare **MUST** ensure and provide proposals of how the recording of all medical assessments and subsequent storage, complies with Authority's security requirements.
- 2.6 Atos Healthcare **MUST** provide, on request, copies of recording of the medical assessment to the customer and the Authority. Atos Healthcare **MUST** provide proposals about how this process will work.
- 2.7 Atos Healthcare **MUST** detail how they can implement the recording of medical assessments and submit a detailed plan which shall include timescales, locations and risks. For information, the Authority's pros and cons are detailed in Appendix A
- 2.8 Atos Healthcare **MUST** detail any staff training that maybe required.
- 2.9 Atos Healthcare **MUST** confirm whether they will use the recordings of medical assessments for any purpose.
- 2.10 Atos Healthcare **MUST** confirm internally, which staff will have access to medical recordings.

2.11 Atos Healthcare **MUST** identify which administrative and medical guides and forms will require amendment or introduction to support the recording of medical assessments.

2.12 With immediate effect, if requested by the claimant, Atos should make local arrangements via the ESA Leads to use DWP machinery to record medical assessments.

### 3.0 Commercials

#### 3.1 Fixed costs

3.1.1 The Contractor **MUST** propose any fixed charges that will increase to detail of the Financial Model.

#### 3.2 One time Costs

3.2.1 The Contractor **MUST** propose any one time costs associated with introducing recording of medical assessments:

3.2.2 The Contractor **MUST** provide a pricing model which includes:

- A pricing sheet setting out all priced elements in relation to activity e.g. IT and recording equipment costs.
- Detailed input sheets by calendar month setting out:
- The man day/resource/effort showing each category/grade of personnel linked to the resource profile.
- Details of named individual where man day/resource is being applied.
- Any infrastructure, hardware, middleware, software costs (if required), asset inventory for both development test and live running.
- Any 3<sup>rd</sup> party supplier costs
- If applicable a risk matrix which shall identify all risks and itemise each of them separately showing what each risk is, when it is likely to occur and the relevant re-numeration allocated to it;
- worksheet setting out the proposed milestone payment relating to the milestone plan.

#### 3.3 Milestones:

3.3.1 The Contractor **MUST** propose and agree a Milestone Plan and Achievement Criteria with the Authority in relation to payment of one time costs. Such milestones should cover the successful completion of activities.

3.3.2 The Contractor **MUST** note that Milestone payments must exclude any element of profit until the final Milestone is achieved.

3.3.3 The Contractor **MUST** provide a Milestone completion report following the completion of each Milestone, the format of such a report to be agreed with the Authority. If the Contractor has met all relevant Achievement Criteria the Authority shall issue an Achievement Certificate to the Contractor. All

Achievement Criteria relating to all previous milestones must be met to issue an Achievement Certificate.

- 3.3.4 For the avoidance of doubt, the Authority shall be under no obligation to pay any Charges until Achievement Criteria have been met and an Achievement certificate has been issued.

#### 4.0 RESPONSE

- 4.1 Atos Healthcare must request any clarification, or A clarification meeting concerning this RFP within seven days of its issue.
- 4.2 Atos Healthcare **MUST** provide a full response, including a detailed breakdown of One Time, Fixed and Variable costs by 4 pm, 3<sup>rd</sup> November 2010.
- 4.3 All volumes and costs (if appropriate) **MUST** be provided in Contract years i.e. Sept to Aug.
- 4.4 Measurement of the Response to this RFP shall be assessed against all requirements detailed within this RFP.
- 4.5 In summary the Response **MUST** detail:
- Management Summary
  - detailed Proposals in the same structure as the RFP
  - RFP Risk Management Strategy
  - commercial and operational assumptions. This must include details of who The Contractor consider 'owns' the assumption, criteria for review and/or where appropriate, proposals for managing changes
  - Issues Log
  - Contingency Plan
  - table clearly demonstrating where each Mandatory requirement is addressed
  - Responder's Details

Details of Originator

Signature:

Name:

Job Title:

Organisation: Medical Services Contract Management Team

Date Submitted to CONTRACTOR:

Date for Response by Contractor

4pm Signature:

Organisation / Dept: MSCMT

Appendix A



Pros-cons recording  
assessments

## **Pros and cons of audio recording assessments**

### **Pros**

*Early resolution of disputes* if the complaint is about the conduct of the assessment

*Reduction in the number of inappropriate complaints* about the conduct of the assessment

*Identification of HCPs whose conduct is inappropriate* or whose language skills are deficient

*Identification of customers whose conduct is inappropriate*

*Customer and HCP behaviour improved* if they are aware that assessment is recorded

*Use of recordings as evidence* for reconsideration, appeals and fraud

### **Cons**

*Customers may object if recordings are mandatory* – may increase non attendance rate, arguments at the MSC and complaints

Welfare Rights Organisations may object if recordings are mandatory on the grounds that they are intrusive and are being undertaken because the customer is not to be believed or trusted

*HCPs and Defence Organisations may object to recording* – risk of non compliance and an adverse effect on recruitment and retention

*Adverse publicity* if recordings are released into public domain by customers and an adverse effect on recruitment and retention

*Assessment process lengthened* if HCPs modify their behaviour in response to the recording and are required to obtain consent

*Cost* of recording equipment, transportation (if required), storage and amendment of customer information leaflets and providing copies to customers

*Data protection issues* – risk of loss of recordings and need for secure destruction

*Lengthen and increase cost of complaint process* – Atos will need to listen to recording as well as reviewing report

*Increased JCP and Tribunal Service resource / time* if customers send recordings as evidence in support of reconsideration and appeal

*Will not address disputes about non audible issues, for example conduct of the examination, informal observations*

*Technical issues need to be resolved, for example how to ensure quality recordings, digital versus analogue etc*

*Modified customer behaviour leading to less open assessments that are more difficult for the HCPs and less robust if customers are aware of recording, for example by providing evasive or short "closed" answers in order not to incriminate themselves.*