



Invitation to Tender

The Rugby Football League

Medical App

Private & Confidential

About the Rugby Football League



The Rugby Football League (RFL) is the governing body for Rugby Football League in Britain and Ireland. Based in Manchester, the RFL administers the England national Rugby League team, the Challenge Cup, Super League, Championship and League 1, which form the professional and semi-professional structure game structure in the UK. The RFL also governs the community game, which is made up of many amateur competitions as well as different forms of the game including touch, masters and wheelchair rugby league.

The RFL is committed to managing, developing and promoting Rugby League and providing excellent, high-quality services for the whole Rugby League family. Its vision is to be recognised throughout the world as a leading governing body of sport.

The RFL's strategy for 2022-2030 can be found here:

[RFL Strategic Report 2022 - 2030 \(rugby-league.com\)](https://www.rugby-league.com/strategy)



The RFL is seeking submissions from parties interested in providing a sports medical management system to support clinicians in record keeping and injury management for players within the RFL Professional Game.

This will involve provision of an app to the following Clubs, with a number of teams (including but not limited to First Team, Academy, Reserves, Scholarship etc) at each club:

- 12 - Men's Super League, 13 – Men's Championship, 11 – League 1
- 8 – Women's Super League, 8 - Women's U19s

The RFL does not currently operate a medical management system. However, its current competition management system does have record keeping capacity but doesn't link with a front-end system/application.

The main aims of establishing a Rugby Football League medical management system are:

- Improved medicolegal governance for England Rugby League and RL Clubs
- Reduced resource need from a governing body perspective
- Increase and simplify capture of injury audit data
- Provide a personalised Rugby League experience for our medical staff
- Keep concise records in line with GDPR and RFL requirements re: concussion etc
- Transfer of medical records between clubs,
- Better record keeping for players and provision of complete medical records at the end of the playing career
- Integration between club and RFL record keeping e.g. submission of HIA/Recording of SCAT6

There would need to be club accounts, with several categories of user, including but not limited to:

- Head of Medicine
- Lead Doctor/Physio
- Physio
- Rehabber

It is envisaged that the solution would take the form of an app per Club for both (IOS & Android) that, once the primary user for the club is set up centrally, this will allow further users to be invited to the app.

Ideally, there would be an API link to the RFL registration system (GameDay), in that a player would automatically be allocated to their club from a medical perspective on the app, once their player registration is accepted.

Permissions will need to be available to nominated users to transfer and access data, when a Player transfers between Clubs.

The successful tender will have a proven track record of working with multiple clients over a sustained period of time.

Providing a great customer experience is essential. The app must be easy to use and be designed to a market leading standard comparable with other popular websites and apps on the market.

This is a key project for the RFL, with the solution provider required to work in partnership with the RFL throughout. Technology is fundamentally important to the achievement of our strategic goals; however, cultural fit is of equal importance.

The purpose of this Invitation to Tender is to identify a suitably qualified and experienced company to implement a medical system, including;

- GDPR Compliant (in UK and EU).
- Storage of medical records in compliance with applicable legal regulations.
- Functionality to engage with clinicians E.g. Notifications /Links to medical documents and templates and etc.
- User friendly interface which is accessible on multiple devices such as web, mobile, industry standard operating systems and browsers.
- Provide customer self-service options to maintain their contact details and preferences.
- Integration with our competition management system (GameDay).

The system must provide the flexibility to support the extension of the system functionality to new service offerings.

Membership Technical Requirements



The following section provides some information about the requirements for the supply of services.

You must respond to each of the points below to allow the Rugby Football League to make an informed selection of the most appropriate solution.

The system should deliver the following solutions / minimum standards:

Essential

- Clarity on level of encryption required – aligned to latest industry standards for medical data.
- Ability for medical staff to record medical notes on an electronic system
- Access and administration control at the club level
- Access and administration control at the NGB level, including the ability to transfer player records between clubs, and when representing National teams.
- Ability to upload files such as scan reports, clinic letters and Cognigram reports
- Records shareable to England Rugby League team medical team (once authorised by medical staff / player)
- Club ability to add and remove medical staff as users – e.g., locum doctor
- Compliant from Medical Confidentiality and medical note taking perspective – factoring in England access/loan players/ etc.
- Support from the provider on administration and training of the product including troubleshooting
- Cardiac records and reporting when undertaken on each player centrally
- Ability to export data for research purposes, aligned with injury surveillance consensus statements.

Membership Technical Requirements



Desirable

- Medication and vaccination record functionality.
- Ability to download retired player data (or keep account) at no extra cost to the player/club
- Concussion SCAT6 assessments and GRTP process in built for medical staff to share data between the assessment product (Similar to CSX), monitor and sign off, or ability to upload documentation if process cannot be logged through the app.
- Ability to log that each player has the mandated requirements for the season by way of a checklist – cardiac screen (or waiver), HepB screen (or waiver), SCAT baseline, Cog Baseline etc.
- Talks to RFL SharePoint for the concussion records and cardiac, which RFL administration can access
- App based product
- Integration to/from NHS record
- Reminder' function - e.g., reminders re concussion process, checking medication etc. which Clubs and the RFL can feed to
- Ability to upload videos/audio recordings
- Ability to download data for central research projects - to save duplication of records being made and make the process easier for submitting
- Ability to build in wellness check ins for players
- Ability to build in calendars – for appointments
- Built in performance capacity to integrate GPS and instrumented mouthguard data (at an optional add in cost)
- For medical staff users to have their qualification data stored, with inbuilt flags when approaching expiry
- Ability for clubs to import data, either directly or via an attachment(s)

Membership Technical Requirements



Functional Area	Requirement	Description	Priority (High, Medium, Low)
Participant Account	Participant Record	<p>The following types of participants will be members:</p> <ul style="list-style-type: none"> Medical Staff <p>At a minimum customer data must include:</p> <ul style="list-style-type: none"> Unique identifier First name Surname Date of birth GP Next of Kin Current Club Previous Clubs Address - 3 lines + Town, County, Post Code, Country Phone number Mobile number Email Gender 	High
	Account linking & check in	<p>Players should be able to link to their Parent Club but also any International Teams using the same system for information sharing around international fixtures.</p> <p>Ability for Clubs/NGB to retain access to data on former players. If a member is under 16 then parental representation is necessary.</p>	High
	Role specific fields	<p>It should be possible to define additional player data dependent on the role type (category).</p> <p>It shall be possible for one individual to hold a number of roles at the same time.</p>	High
	UIN (Unique Identification Number)	<p>Each person to have an individual marker per profile – ideally from GameDay record.</p>	Medium

Membership Technical Requirements



Functional Area	Requirement	Description	Priority (High, Medium, Low)
Participant Account	Data Integrity	The RFL shall be entitled to all data in a recognisable form (in an agreed structure prior to launch), should the RFL move to another provider.	High
	Subject Access Requests	Ability to provide data relating to an individual – not just upon retirement.	High
	Participants Self Service	Unique security-controlled log on for all customers to allow them to manage and update their own personal data and communication preferences.	High
Communications	Push Notifications	Targeted communications to medical staff relating to deadlines, paperwork required.	High
	Adverts	The Rugby Football League and RL Commercial must have the ability to control advertising space which may contain Rugby Football League/RL Commercial or partner adverts/offers.	High
Reporting & Analytics	Track and report on usage	<p>We are keen to know as much about our users as possible. We would like to easily be able to access the following information:</p> <ul style="list-style-type: none"> • How many participants we have in total and by category • How long users spend on the website and app • Most used functionality 	High
Integration	Integrate with GameDay platform	GameDay is used by Players, Coaches, Match Officials and Volunteers to register every year. Player registration data should be passed to the medical system including player movement between clubs.	Medium

Current Data Integration Requirements



The system should deliver the following technical standards

Function	Description	Priority (High, Medium, Low)
System Components	<p>The system should be responsive under all network conditions.</p> <p>The app should require the minimum amount of storage, bearing in mind that many devices will be users personal devices.</p> <p>Robust and secure backup of all data.</p>	High
Easy to Use	Responsive & accessible user interface.	High
	Ability to configure data capture requirements associated with each participant record (e.g. add new fields over time).	High
Business Rules Engine	Ability to define data validation rules for key fields.	Medium
	Ability to define business rules relating to system functionality.	High
Content Management System	<p>The Rugby Football League should have the ability to add/remove pages/sections on the app, where applicable.</p> <p>There should be the ability to add content in the following formats:</p> <ul style="list-style-type: none"> • Video • Images • Adverts • Text 	High
Device Optimisation	User friendly interface which is accessible on multiple devices such as web, mobile, industry standard operating systems and browsers	High

Current Data Integration Requirements



Function	Description	Priority (High, Medium, Low)
Solution Architecture	The respondent shall provide a diagram outlining all solution components and their interactions (data exchange / common data platform)	High
Integration with other systems	<p>We currently operate multiple specialised systems that will need to feed data into the proposed new system.</p> <p>You will need to have a proven track record of working with other organisations to deliver import and merge other data sources.</p>	High
Data Validation	Automatic validation of data at point of entry – e.g. creating of a duplicate record.	High
Audit Trail	History of changes made to system records, content, settings.	High
Storage	Server location, storage limits and costs,	

Service Requirements

The system will be fully hosted and supported by the provider.

Method of storage and measure in place to safeguard must be in line with industry standard practice

Scheduled downtimes, where necessary, must be arranged during low periods of activity and communicated to the RFL in advance of the planned work and SLA/downtime.

Project Approach

The RFL favours the use of Agile Methodology with a phased approach to deploy the new system and functional features. Recommendations from the successful respondent will be sought with regard to the deployment of functionality with minimum risk and inconvenience to the organisation. The proposed implementation approach must take consideration for the peak periods of demand.

Key phases for the project are envisaged as follows:

- Requirements Analysis & Business Process design
- Build (phased)
- Test
 - Application testing
 - Load testing / performance testing
 - End to end testing including testing new business process
 - Penetration testing
 - Deploy

The respondent shall specify any key dependencies for the project including pre-implementation tasks and lead-times.



Timeline

Respondents are requested to propose the approach for project roll out with consideration for the RFL's desire to recognise the key business benefits in a timely manner.

It is envisaged that the build will be phased however the first phase must be completed by **the end of Q2 2025**

The RFL are open to discussions on what functionality will be available in phase one however, the core system must be in place allowing potential members to register and access several pieces of functionality.

Response Submission

An electronic copy of your reply should be sent to the following address:

Medical.App@rfl.co.uk by 5pm GMT on 15th November.

Please advise if a OneDrive link is required for large file transfer.

The Rugby Football League reserves the right to reject any and all responses. All responses shall be signed by a duly authorised director or senior officer of the respondent.

Respondents should ensure that their responses are authorised at an appropriate level which would enable them, should they be successful to become the subject of a binding contract.