



## Change Authorisation Note

<b>CR No.:</b> CCN02	<b>TITLE:</b> National Institute for Health Research (NIHR) Digital Strategy Contract	<b>DATE RAISED:</b> 23 August 2023
<b>PROJECT:</b> C101362	<b>TYPE OF CHANGE:</b> Extension	<b>REQUIRED BY DATE:</b> 31 August 2023
<b>DETAILED DESCRIPTION OF CONTRACT CHANGE FOR WHICH IMPACT ASSESSMENT IS BEING PREPARED AND DETAILS OF ANY RELATED CONTRACT CHANGES:</b>		
<p>The Buyer and Supplier are party to a GCloud 12 Call-Off Contract dated 01/09/2022 with the contract reference C101362.</p> <p>This contract change is to implement a 6-month extension for the provision of Service Integration and Management (SIAM) for the NIHR IS Function scope of the contract only. The extension will be for the period of 01/09/2023 to 29/02/2024. The prevailing terms and conditions of the Call-Off Contract will apply.</p> <p>The deliverables for this extension period are as follows:</p> <ul style="list-style-type: none"><li>• Management and Development of the NIHR Hub, ensuring it reflects the latest Google changes and developments to Google Workspace (or any subsequent service developed) and other Google applications. This includes Business as Usual activities such as maintenance, delivery, and development of the NIHR Hub central corporate functions, systems, and services.<ul style="list-style-type: none"><li>◦ The NIHR Hub based primarily around Google Workplace and a number of 3rd Party applications which provide additional functionality and security of NIHR Hub users.</li></ul></li><li>• Provide training and support for upgrades to services already provided and for new applications as and when necessary.</li><li>• Maintenance and Development of NIHR network of “change champions” which are in place to support and develop the roll out of the NIHR Hub to eligible users and to support the IS Function with the delivery of its role.</li><li>• Annual licensing arrangements with Google are required to be managed. The Supplier will be expected to monitor the service for administration and development purposes as well as providing regular reports back to the Buyer of usage.</li><li>• Annual licensing arrangements with other services that are complimentary or ancillary to the provision of the NIHR Hub. The supplier will be expected to monitor the service for administration and development purposes as well as providing regular reports back to the Buyer of usage.</li><li>• Maintenance, development and support of the NIHR Website</li></ul>		



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- Supplier to work with NIHR Content Management System provider to ensure website is available in accordance with the mutually agreed performance management plan. The Supplier shall use commercially reasonable endeavours to ensure:
  - that any scheduled CMS updates are fit for the purpose specified in this Call-Off Contract and do not interfere with the day to day operation of the site; that any updates to hosting service(s) are planned not to disrupt day to day operation
  - all hosting is patched and maintained in line with supplier recommendations and within good industry standards;
  - site is subject to regular (at least annual) penetration and other security testing and
  - any defects resolved within the timescales set out in the performance management plan;
  - the site can be rolled back to last known good configuration in the event of significant disruption;
  - the site is monitored against traffic and load usage and modified / balanced / scaled accordingly, subject always to the service levels available from the vendors of the relevant Third Party Components.
- NIHR / PA helpdesk to provide initial support for NIHR website and will triage to Sitekit helpdesk only if appropriate
- The provision of a helpdesk from 08:00 to 18:00 each working day at a bare minimum providing first line support to support users. It must:
  - Make use of the extensive knowledge base that has been established.
  - Where necessary support will to be escalated to second line / third party support
  - Provide a self-service ticketing arrangement for the generation and management of help and support has been implemented.
- Provision of a scalable and flexible resource for high value development that support the NIHR IS Function, meet Ministerial priorities and, the development and implementation of the NIHR Digital Strategy. Any new development must be fully compatible with the current NIHR product suite and if necessary, interoperate with other NIHR systems embedded in NIHR business units.
- Provision, maintenance and development of the NIHR's Single Sign On Service – ensuring that multiple systems can be accessed via a single point of entry. This will require working with a number of partner organisations outside of the NIHR who currently, or plan to, utilise the service for external systems.
- Contract management pass through costs and transition from of a small number of knowledge-based services provided as corporate tools to the wider NIHR. These currently include the peer to peer dissemination network; CHAIN and the registration of NIHR studies onto an internationally recognised clinical trials register ISRCTN and the associated registration costs; and the hosting of certain systems on Amazon Web Servers. All these services will be subject to



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review and are intended to be revised, curtailed or cease during the lifetime of this contract.

- Provision of quarterly governance and Key Performance Indicators and reviews and a performance dashboard easily accessible to DHSC and the NIHR Digital Office.
- Maintenance of application updates and security patching to all systems and services that fall under the remit of the NIHR IS Function including, but not exclusively the NIHR Hub, the NIHR website and any other hosted services.
- Maintain, support and deliver IS Function security for the NIHR including a system penetration exercise to be conducted in consultation and agreement with the DHSC and the NIHR Digital Office on the minimum of an annual basis for the duration of the contract.

### PROPOSED ADJUSTMENT TO THE CHARGES RESULTING FROM THE CONTRACT CHANGE:

Original contract value: £6,700,000

Existing contract value including CCN01: **£9,047,200**

CCN02 value is: £2,300,950

**New contract value: £11,348,150**

All values are excluding VAT.



Payment terms are monthly in arrears. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice.



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Position:	Position:
Date:	Date:



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### Annex 1 – Charges

		Term	Description
		01/09/2023-29/02/2024	Fixed fee managed service covering operational support. Service desk, application support (resolve and manage incidents), problems, requests and changes received for services within IS Function, continuous improvements; managing app updates and security. Provision of Service Delivery Manager and NIHR Hub Change Champion - dedicated resource to manage the network and community. Includes Infrastructure-as-a-Service cloud consumption charges for hosted applications
		01/09/2023-29/02/2024	<p>Management of Google Workspace licensing used for NIHR platform including:</p> <ul style="list-style-type: none"> <li>* negotiating, agreeing quotes and procuring Google Workspace licenses</li> <li>* Management of licenses - allocating to users, monitoring usage</li> <li>* Google Supplier Management - managing the partnership with Google, including horizon scanning and identifying opportunities for new products.</li> </ul> <p>Charges are based on number and type of licenses. The proposed charges are based on 4,500 Enterprise RLS (Front-line) licenses and 3,500 Enterprise Plus Licenses.</p> <p>Software licenses and Software-as-a-Service charges</p>
		01/09/2023-29/02/2024	10 days per month of development work for small changes is included in the Managed Service fee. All costs are included in the managed service fee above.
Total	£2,300,950		



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