Request For Information – PIN Notice Questionnaire (Digital Workplace Solutions 2 - SBS 10510)

Please complete the table below.

|  |  |
| --- | --- |
| Organisation name: |  |
| Contact name for enquiries about this RFI |  |
| Contact position (job title): |  |
| Contact address: |  |
| Telephone No.: |  |
| Email: |  |
| Website address: |  |
| Submission Date: |  |

NHS SBS are consulting on a proposal to put in place a framework for the provision of Digital Workplace Solutions to be used by Approved Organisations, including NHS Organisations and other eligible UK Public Sector bodies.

NHS SBS are engaging with potential Providers prior to initiating a formal competitive procurement exercise in order to help refine and develop our national procurement strategy and develop our service specification to meet the needs of Approved Organisations.

The framework will provide Approved Organisations with a vehicle for satisfying their Digital Workplace Solutions requirements under one framework agreement with multiple suppliers.

This framework replaces the existing Digital Workplace Solutions (ref: SBS/19/AB/WAB/9411), which expires on 9th of August 2024. The new framework, subject to review and change, is expected to go live by this date.

Proposed elements of the services will include, but not be limited to the following:

* COTS software licencing
* Bespoke Software development
* Infrastructure equipment supply
* Infrastructure support and maintenance
* Infrastructure management services - equipment
* Infrastructure management services - software
* Communication (voice & data) services - Fixed
* Communication (voice & data) services - Mobile

Please advise in respect of product (including software) supply under a resultant framework agreement, in which capacity your organisation would operate.

|  |  |  |
| --- | --- | --- |
| **Direct provider**  **(i.e. IPR owner in products supplied)** | **Reseller** | **Both** |
| ☐ | ☐ | ☐ |

Suppliers wishing to contribute their thoughts and views for the development of this framework should return this completed document by 12:00 noon on Tuesday 19th of September 2023 via email to [nsbs.digital@nhs.net](mailto:nsbs.digital@nhs.net).

The aim of this questionnaire is primarily to test certain principles and assumptions and accordingly inform our design of the renewed framework agreement. A secondary aim is to notify the market of NHS SBS future plans to renew the Digital workplace Solutions and gauge interest in this opportunity with relevant suppliers operating in this market.

**About NHS Shared Business Services**

NHS SBS was created in 2004 by the Department of Health and Social Care (DHSC) to deliver corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients, and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, and workforce services to more than half the NHS in England. Co-created with and for those who use them, our shared solutions are informed by big data and powered by cutting-edge technologies, delivering efficiency, effectiveness, and resilience at levels unachievable for organisations working alone.

Our partnership approach to every project is underpinned by our teams’ expertise, in-depth understanding of the NHS, and commitment to service excellence. We share common values and unity of purpose with the rest of the NHS family, and our employees are empowered to question, test, and solve the challenges the NHS faces as it transforms to meet the needs of the 21st century. For more information, please visit [www.sbs.nhs.uk](http://www.sbs.nhs.uk)

**Pre-Procurement Consultation Questionnaire**

NHS SBS would like to hear about your organisation including any views, suggestions, and proposals as part of this early market engagement exercise. Responses should be answered within the text spaces below, within the word count, and must be returned as one single document. All submissions will be treated confidentially. Please note you are not required to respond to all questions.

|  |  |  |  |
| --- | --- | --- | --- |
| Question Number | Question | Response | Word Limit |
| 1 | Which of the following service areas do you currently provide to public sector customers?   * Enterprise Software Licensing * Provision of network connectivity infrastructure plus related services * IT Asset Management Services   Please state whether your delivery of the above is direct or via the use of subcontractors. |  | **300 Words** |
| 2 | How do you see the market in which you operate changing over the next 5 years? Please include a description of any evolving trends within the market. |  | **300 Words** |
| 3 | What do you consider are the benefits and drawbacks of the existing framework agreements in the market? |  | **300 Words** |
| 4 | Do you consider there to be a preference from your public sector customers in this market for either competitive procurement (e.g. further competitions under a framework agreement) or for single tender approaches (or direct award under a framework)?  If yes, what would you consider the percentage split to be? |  | **300 Words** |
| 5 | Are you compliant with or working towards the NHS England Transformation Directorate Digital Technology Assessment Criteria ([DTAC](https://transform.england.nhs.uk/key-tools-and-info/digital-technology-assessment-criteria-dtac/))? |  | **300 Words** |
| 6 | Would you be willing to offer a discount (against your standard commercially available price list) to customers who transacted their business via this framework agreement? |  | **300 Words** |
| 7 | In respect of equipment purchase do you enable leasing or similar options in addition to outright purchase where customers may prefer to use OPEX budgets over CAPEX? |  | **300 Words** |
| 8 | Are there any key issues or restrictions that would make tendering for this opportunity not worthwhile to your organisation?  For any barriers identified please include a suggestion of how NHS SBS could address these. |  | **300 Words** |
| 9 | Do you consider that introducing a catalogue system to enable customers to order commodities directly would be  a) feasible for suppliers; and  b) beneficial – to customers and suppliers?  Please elaborate on your response. |  | **300 Words** |
| 10 | Are you presently a contracted supplier (either directly awarded or as a tier 1 sub-contractor) under any other framework agreements open to public sector users with the same or similar scope as this one?  Please list.  Additionally, does your organisation have any other routes to market for the NHS and wider public sector? |  | **300 Words** |
| 11 | Please provide an overview of any social value programmes your organisation has delivered in accordance with the UK Social Value Act, to your customers alongside service offerings most relevant for the scope of this Framework, covering any of the identified themes:   * tackling economic inequality * fighting climate change (including net-zero) * ethical supply chain |  | **500 words** |
| 12 | NHS SBS standard contract suite (attached) has recently been refreshed and is derived from standard DHSC NHS T&C’s. We expect all awarded suppliers to accept these without modification. Please include any particular information regarding Ts and Cs that may influence your decision to apply to join this framework agreement. These are available as attachments on Contracts Finder. |  | **500 Words** |
| 13 | Any Further Comments |  | **500 Words** |

PLEASE NOTE:

Any responses to this early market engagement exercise imply no commitment on Suppliers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for those Suppliers who do respond. The questionnaire and all responses received are in no way legally binding on any party.

NHS SBS reserve the right to withdraw from this exercise at any time. NHS SBS is not bound to accept any proposals submitted by Suppliers and is not liable for any costs incurred as a result of Suppliers engaging with this process. This Early Market Engagement Exercise does not guarantee that any subsequent procurement will take place and NHS SBS reserves the right to defer from any procurement entirely.

Please note, this is a request for information only and is not currently a tender opportunity - there are no tender documents to download at this stage.

Please return completed forms direct via e-mail to [nsbs.digital@nhs.net](mailto:nsbs.digital@nhs.net)

Responses must be completed and received by NHS SBS **by 12:00 noon on Tuesday 19th of September 2023.**