

National Framework Agreement for the provision of Workforce Transformation Services

Project Reference: F/065/WTS/20/MH

SCHEDULE A
FRAMEWORK AGREEMENT SPECIFICATION

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Overview

The objective of this framework is to provide Public Sector Organisations (“the Client”) with a comprehensive range of digital transformation tools and solutions to deliver measurable improvements in all areas of workforce management. The successful Supplier will act as partner to support and facilitate a workforce transformation journey for the Client. The tools and solutions provided by the Supplier under this framework will enable Clients to achieve:

- A workforce resourced through the most cost-effective route, leading to more patient care hours or reduced costs
- An ability to effectively manage a large workforce using actionable data and benchmarking
- Improved visibility of requirements for workforce planning and risk
- Requirements set out in the NHS People Plan
- Exemplar status for NHS workforce management

The successful Supplier will be expected to provide a fully-managed solution providing a combination of innovative technologies, powerful reporting and analytic tools, along with managed services and support to deliver not only operational efficiencies and improved service quality, but real cost savings for the Client. These have been grouped into five key areas as follows:

1. Technology
2. Intelligence
3. Managed Services and Support
4. Advisory
5. Innovation and Future Development

Total solution

Bidders must offer a solution that encompasses all of the modular elements described below. These elements may be called-off and established individually or in combination to enable Clients to adopt these solutions with minimal impact to its patient services and available funding. Call-off contracts will include a road map of total or partial adoption as appropriate. However, there is no obligation under this agreement for Clients to commit to purchase all available solutions. Any Bidder who is unable to provide the full range of mandatory tools and solutions detailed within this specification will be deemed non-compliant and will be excluded from this procurement process.

Workforce Transformation Services

The following sections describe the range of tools and solutions which will be made available to clients under this Framework. These are the minimum services which the successful Supplier must be able to provide and evidence within the tender.

1. Technology

Any technology solutions provided under this framework agreement must meet all relevant information security policies, and must be compatible with existing client computer systems.

Technological solutions provided by Bidders to deliver NHS Workforce Deployment Solutions must comply with NHS Digital Data Model 4.0 for interoperability between Rostering and Temporary Staffing Solutions.

People Analytics platform

Bidders must be able to provide data source agnostic reporting technology for the whole workforce.

The technology solutions provided by the Bidder must be able to meet the following potential customer requirements as a minimum:

- Self-serve access
- Data source and workforce system agnostic
- Bespoke dashboards and workforce metrics management
- Report builder functionality
- Automated insights delivered in English language
- Predictive analytics and trends analysis
- Mobile access

Temporary Workforce Management platform with integrated mobile application

Bidders must be able to provide the capability to manage the end to end process for all staff types and resourcing routes. This includes as a minimum:

- Internal Bank
- External Collaborative or Shared Bank
- Agency supply chain; direct employment/engagement or standard placement
- Other; additional hours, overtime, waiting list initiative, sessional payments etc

The technology solutions provided by the Bidder must be able to meet the following potential customer requirements as a minimum:

- Interoperability with all rostering/scheduling software and other workforce systems through open APIs or Robotic Process Automation (for software which doesn't support open APIs)
- Shift level data capture
- Vacancy to payment process management with audit trail
- Pay and commission rate management
- Digital authorisation and access permissions
- Integrated electronic time sheets
- Worker expenses management
- Candidate portal with compliance and availability management

Staff Benefits Portal

Bidders must be able to provide a solution for managing staff benefits and wellbeing programmes. This must include as a minimum:

- Employee Assistance Programmes
- Home Technology
- Holidays
- Health & Wellbeing resources

The solutions provided by the Bidder must be able to meet the following potential customer requirements as a minimum:

- Web and mobile device access
- Integration with multiple scheme providers
- Payroll integration

Workforce Demand Planning platform

Bidders must be able to provide a technology enabled solution for tactical workforce recruitment and risk planning. The solution must include automation of data capture for what is happening today across a Client's organisation; consolidating tactical workforce planning and risks.

The technology solutions provided by the Bidder must be able to meet the following potential customer requirements as a minimum:

- Data capture and consolidation
- System integration
- Reporting suite
- Client branding

Task Management and Workflow platform

Bidders must be able to provide technology solutions which can be used to manage health and care tasks, to replace inefficient and paper methods. The solutions must be able to provide the following potential customer functional requirements as a minimum:

- Case handover
- Case management of electives
- Portering
- Hospital at night
- Early supported discharge
- Discharge to other care settings
- Covid-19 staff testing and case management
- Community teams
- VTE Assessments

2. Intelligence

Bidders must be able to provide solutions which enable the provision of workforce intelligence to the Client.

The solutions provided by the Bidder must be able to provide the following potential customer intelligence data requirements as a minimum:

- Bespoke NHS data warehouse provision
- Data capture and standardisation
- System/data source agnostic reporting services
- Operational and NHS England and NHS Improvement reporting
- Local benchmarking
- Regional benchmarking/NHS system reporting
- National Benchmarking
- Exception & KPI dashboard reporting
- Self-service & mobile reporting
- Predictive analytics and artificial intelligence

3. Managed Service and Support

Bidders must be able to provide as a minimum the following services to a Client as part of a Managed Service Solution.

Transactional services and support

- Integrated weekly payroll service provision
- Worker compliance management
- Pensions administration (both NHS and NEST scheme)
- Agency invoice payment disbursement service

Client Services, Transformation and Helpdesk support (onsite and remote)

- Agency engagement team
- Account management
- Dedicated client services team
- Transformation advisors
- UK-based helpdesk (business hours)
- 24/7 self-service portal
- Workforce analysts

Managed services

- Standard operating procedures
- Process optimisation & transformation
- Local staff bank growth
- Collaborative bank development
- Interpretation of MI & reporting
- Implementation
- CPD training
- ICS/STP collaboration
- Temporary workforce optimisation
- Shared service partnership

4. Advisory

Bidders must be able to provide the following services to a Client in an advisory capacity to support the Client in the overall management of their workforce.

Operational services

- Independent legal advice relating to agency direct employment/engagement
- Process mapping
- Data discovery
- Pay rates analysis and modelling
- Workforce metrics

Optimisation services

- Employee engagement
- Rostering optimisation
- Root cause analysis
- Retention, recruitment and wellbeing
- Job planning

Transformation services

- Behaviour and culture transformation
- Whole of workforce planning
- Rostering transformation
- Recruitment demand management

5. Innovation and Future Developments

Future Requirements

Bidders must be committed to continuous product improvement with a clear development roadmap for their product/applications proposed and for additional complementary technology based solutions. Bidders must have a defined research and development process to ensure that developments are fully tested and validated prior to release. Bidders must commit to provide details on expected enhancements with scheduled dates for the same to Clients

Standards, Accreditations and Certifications

Bidders must meet the following minimum requirements:

- Bidders must have a defined and documented quality management system for the managed service offered such as IS EN ISO9001 or equivalent.
- Bidders must have a defined and documented information system security management system to a level at least equivalent to that of IS EN ISO 27001:2013 or equivalent.
- Bidders must have an HSCN Connection Agreement in place.
- Bidders must hold (or commit to obtain, prior to commencement of the Framework Agreement if awarded) Cyber Essentials accreditation
- Bidders must be registered (or commit to register, prior to commencement of the Framework Agreement if awarded) with the Information Commissioner's Office as a Data Processor and furthermore commit to maintain registration throughout the life of the Framework Agreement and the period of all Contracts called off from the Framework Agreement.
- Bidders must be able to deliver a demonstrable Weekly PAYE payroll service incorporating contracts and separate HMRC PAYE reference fully compliant for both PSC and PAYE workers.