Request For Information – PIN Notice Questionnaire (Cloud Solutions 2)

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 Cloud 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 of our service specification to meet the needs of Approved Organisations,.

The framework will provide Approved Organisations with a vehicle for satisfying their Cloud-related requirements under one framework agreement, with one sole supplier/contract where they wish, rather than potentially under multiple contracts with multiple suppliers.

This framework replaces the existing Cloud Solutions framework (ref: SBS/18/NH/WAR/9333), which expires on 1st September 2023. 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:

* **Solution Design and Consultancy** - Services relating to the design of cloud solutions including but not limited to consultancy and advice on migration, acquisition (identification, selection and procurement) and delivery and receipt of cloud services and their use
* **Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS)** - Enabling Approved Organisations to procure their requirements for infrastructure, platform and software all using the recognised ‘as a service’ methodology for cloud delivery, i.e. remotely hosted and delivered via the internet
* **Cloud Support Services** - Enabling Approved Organisations to procure their requirements for services which support and enable the cloud delivery described above
* **End-to-end Cloud Solutions** - Enabling Approved Organisations to procure their requirements for holistic service delivery relating to cloud services which may wholly or partially span the scope of the services described above

Suppliers wishing to contribute their thoughts and views for the development of this framework should return this completed document **by 12 noon on Monday 13th February 2023** via email to 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 Cloud Solutions framework 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.

Please advise which of the following framework service areas your organisation is able to provide.

**Potential Framework Structure**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Area / Lot** | **Yes, I’m interested** | **No, I’m not interested** | **Not sure** |
| **Cloud Solutions 2 Framework Scope** |
| Solution Design and Consultancy | ☐ | ☐ | ☐ |
| Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) | ☐ | ☐ | ☐ |
| Cloud Support Services | ☐ | ☐ | ☐ |
| End-to-end Cloud Solutions | ☐ | ☐ | ☐ |

|  |  |  |  |
| --- | --- | --- | --- |
| Question Number | Question | Response | Word Limit |
| 1 | Do you consider that the overall scope of the Lot structure proposed above encapsulates what is largely understood by ‘cloud solutions’ (with the exception of supply of client and infrastructure devices and related services)?If not, please describe areas of omission. |  | **300 Words** |
| 2 | How do you think this market has changed during the last five years, if at all?Please include a description of any evolving trends within the market. |  | **300 Words** |
| 3 | Do you consider there to be value in the ability for customers to contract directly with public cloud platform owners (i.e. Hyperscale suppliers) in this market?Please elaborate. |  | **300 Words** |
| 4 | What is your estimate of the size of the market in your organisation’s specialist area, and what metrics do you use to measure this?Please describe where you feel your organisation sits in terms of market share? |  | **300 Words** |
| 5 | What is the prevalent pricing and payment approach in this market in your opinion – e.g. subscription paid annually in advance, pay as you go invoiced monthly in arrears?What pricing model(s) does your organisation use?Please respond specific to each Lot. |  | **300 Words** |
| 6 | Are there any differences in the ways your private sector and public sector customers buy cloud services, or even between verticals?Please describe. |  | **300 words** |
| 7 | What is a typical contract delivery duration and why?Present as a range if easier but be clear to include the maximum contract length and explanation of the justification. |  | **300 words** |
| 8 | 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** |
| 9 | 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** |
| 10 | Please list any Company / Organisational certifications you have, including industry specific related certifications e.g. ISO9001, ISO14001, ISO27001 and Cyber Essentials etc |  | **300 Words** |
| 11 | 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** |
| 12 | Please confirm if your organisation is interested in bidding for any resultant framework agreement and would like to be included in any future communications about the progress of this project | **Yes** [ ] **No** [ ]  | **Multiple choice – N/A** |
| 13 | 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:* Covid-19 recovery
* tackling economic inequality
* fighting climate change

ethical supply chain |  | **500 words** |
| 14 | 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 in particular any information regarding Ts and Cs that may influence your decision to apply to join this framework agreement.  |  | **500 Words** |
| 15 | 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

Responses must be completed and received by NHS SBS **by 12 noon on Monday 13th February 2023.**