Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract.

Bid Pack Statement of Requirements

Bid Pack
3. ## Statement of Requirements

Software Engineering
Reference: : 22_10_10

a 'call-off further competition' in relation to
Lot 1 Digital Programmes
Digital Specialists and Programmes RM6263

Contract for
NHS Business Services Authority (the "Contracting Authority")

This procurement is being managed by **Judi Nuttall , NHS Business Services Authority** on behalf of the Contracting Authority

Contents

About the bid pack

We invite you to bid in this call-off further competition for 22_10_10 **Software Engineering RM6263 Digital Specialists and Programmes**

The bid pack received comprises the following:

1. About the procurement

    – what the opportunity is,

    – what the timelines for this competition are

    – how to ask clarification questions

    – defines the rules for this competition i.e. 'Making the competition work'

2. How to bid

    – guidance on the selection and award questionnaires and how we will assess your bid

3. Statement of Requirements *(this document)*

    – providing a high-level summary of requirement representing the purpose of the procurement

4. Price Schedule

    – indicating the structure and content of how your pricing information must be returned

5. Terms and Conditions/Order Form/Contract

    – providing the contractual documentation which will need to be signed at the end of the procurement

Please ensure you read all the attachments.

The guidance, information and instructions provided are there to help you to make your best bid.

If you are not interested to bid, it is requested that a reason be submitted via the NHSBSA's e-tendering solution Atamis - https://health-family.force.com/s/Welcome as this is valuable feedback for the Contracting Authority to consider.

If anything isn't clear, see section 'When and how to ask questions' in 1. About the procurement

Background to / Overview of the Requirement

Background

The NHS Business Services Authority (NHSBSA) is responsible for the delivery of a number of Digital Services we are looking for a delivery partner who will work on products and services within the NHSBSA Portfolio.

Core capabilities for this contract would be:

Software Developer

Test Engineer

Technical Architect

Delivery Manager

Platform Service engineer

Data Analyst

The supplier will work with the existing NHSBSA DDaT directorate and may also work with existing NHSBSA suppliers and partners.

This will include roles from a range of disciplines, including EA, security, policy, service and product management, finance, and delivery management.

Specifically, the NHSBSA will provide User Centred Design skills to the supplier including User Research, Service Design and Content Design.

Knowledge transfer back into NHSBSA will be required to enable NHSBSA to improve internal capability to build and support the services.

Collaboration with other suppliers may be necessary. This contract will not prevent us from using other commercial arrangements, including using capability contracts, to pull together a team from a range of suppliers, NHS Employees and NHS Employers.

The Supplier will work as a part of the DDaT team, they will be viewed as part of the overall NHSBSA DDaT Delivery Team with a one team ethos. Delivery teams follow Agile scrum and GDS Service Manual and best practice principles and it is expected that the successful supplier's people will work in this way.

The successful supplier must comply with relevant NHSBSA policies and standards and attend community sessions with Heads of Profession.
We expect to the supply to commence on 06/02/2023

There isn't an incumbent Supplier for these exact requirements, although this contract will, in part, replace services currently provided by Mastek UK Ltd though our digital capability contract.

For clarity whether work is inside or outside of scope of IR35 will be assessed for each statement of work. When inside of scope this would mean the individuals would need to be a direct employee or a contractor inside of scope.

Objective
The NHSBSA is looking for a partner who will provide addition capability to support the delivery of DDaT Services across the NHSBSA portfolio.
This will include the delivery of features on a product or service roadmap and the ongoing live operations of a specified product or service.

Key Users
Not Used

Market engagement to date
Not used

The requirements

Question No	Technical Criteria	Weighting	Scoring Methodology
1	Demonstrate how you can deliver successful capability for a contract of this scale and skills/roles required, as part of a standard offering (8%)	7%	Standard Scoring table
2	Demonstrate how you will provide delivery squads to deliver services spanning, Discovery, Alpha, Beta and Live phases. (6%)	5%	Standard Scoring table
3	Describe how you will deliver an output based piece of work from requirements to delivery. (6%)	5%	Standard Scoring table
4	Demonstrate your approach for successful transfer of project outputs, deliverables and knowledge to the buyer? (5%)	4%	Standard Scoring table
5	Describe how you expect to work within Rainbow teams detailing ways of working and governance. (5%)	4%	Standard Scoring table
6	Explain your knowledge of UK public sector policy and standards, how you will comply with them, and embed them in your ways of working. (3%)	3%	Standard Scoring table
7	Whether work is inside or outside of scope of IR35 will be assessed for each statement of work. When inside of scope this would mean the individual would need to be a direct employee or a contractor inside of scope. Detail how your business model can meet this requirement. (5%)	4%	Standard Scoring table
8	Currently there is general agreement across the NHSBSA that access to production systems must be UK based, offshore access is limited to development environments which only contains pseudonymised or test data. Please evidence how you could meet the requirements of the contract without offshore access to production systems and data. (4%)	4%	Standard Scoring table
9	In relation to offshore working, demonstrate how you have worked with a technical team to build your access solution to development environments in such a way as to guarantee that data could	4%	Standard Scoring table

	not be transferred from the customer systems to the providers systems. (5%)		
10	Demonstrate your experience and methodology of how you will transition the current workload of a delivery squad from the customer to yourselves with minimum disruption to the existing program of work. (8%) .	7%	Standard Scoring table
11	Describe/evidence your proposed reporting mechanisms to be used throughout the contract showing how contractual obligations are being met. Evidence how delivery to time/budget will be fully managed and maintained. (5%)	4%	Standard Scoring table
12	Describe how you will facilitate effective meetings and workshops, both remote and face to face, with the NHSBSA delivery teams. . (5%)	4%	Standard Scoring table
	Social Value questions		
13	Describe how your organisation will proactively promote workforce wellbeing of the contract workforce. (3%)	3%	Standard Scoring table
14	Detail how, through the delivery of the contract you will commit to undertaking the following: • To provide forecasted baseline for the emissions generated in contract year 1 • What activities you will undertake to reduce emissions generated in the performance of the contract (represented as both tCO_2e and as a % of the baseline emissions) • Annual carbon reporting for activities related to the contract.	4%	Standard Scoring table
15	At NHSBSA we view protecting the environment as a priority, for instance when any business travel is considered. Detail how, through the delivery of the contract you will engage staff, suppliers, customers, and communities to support environmental protection and improvement.	3%	Standard Scoring table
	Cultural Fit Questions		

16	Demonstrate how your organisation works cohesively in meeting clients needs and how this would reflect the NHSBSA values, Collaborative, Adventurous, Reliable, and Energetic.	5%	Standard Scoring table	
	Presentation			
	Background For the presentation you will be issued with a Statement of Work. You will be required to present how you would deliver that Statement of Work Further details will be shared.by 6^h January	10%	Standard Scoring table	

Resource types and quantities

Details of the Resource types and quantities are set out in the addendum to this document.

Security vetting

Details of the highest level of Security vetting required are set out in the addendum to this document.

Service capabilities

Details of the Service capabilities are set out in the addendum to this document.

Location

Details of the location of the work is set out in the addendum to this document.

Management information

During the life of the contract the following management information and reporting is required – to be agreed on award of contract.

Service levels and performance

The Authority will measure the quality of the Supplier's delivery by:

Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold	Buyer redress for Failure to provide Services at or above Service Levels

Commencement of Supplier Solution (roles starting) within 10 Working Days of SOW Requirements being agreed by the Buyer and the Supplier. (or revised start date agreed by both Parties where scope has changed and recorded with a CCN) All roles must meet the required industry / NHSBSA Digital Playbook standards and any additional role requirements set out in the SOW.	Performance / Timelines	At least 90% at all times at all times. This will be based upon all SOWs within previous 12 calendar months. <u>Target Levels</u> Good Target – 90% Approaching Target Threshold – 85% Requires Improvement Threshold – 80% Inadequate Threshold – 75% The scoring will apply to all SOWs completed within calendar months	Achieving less than 75% of SOWs within agreed time	Once below the Service Level Threshold – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan)
Achievement of Fixed Price or Capped Time & Materials SOW within initial agreed time/cost. (or time/cost agreed by both Parties where scope has changed and recorded with a CCN)	Accuracy / Performance / Timelines	At least 90% at all times at all times. This will be based upon all SOWs within previous 12 calendar months. <u>Target Levels</u> Good Target – 90% Approaching Target Threshold – 85% Requires Improvement Threshold – 80% Inadequate Threshold – 75% The scoring will apply to all SOWs completed within calendar months	Achieving less than 75% of SOWs within agreed time/cost	Once below the Service Level Threshold – any further SOW completed outside of agreed time/cost will incur 5% Charge of full invoiced SOW cost. The option to Charge will be not be applied until after the 4th SOW has commenced or 6 months after contract commencement – whichever is sooner. Once below the Service Level Threshold – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan) Once below the Service Level Threshold – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan)
Service Level applies to all SOWs completed within full period of contract.				

Achieving effective delivery of Time & Material SOWs. Completion of Sprint Points agreed / recorded at start of each Sprint (Where not applicable/achievable and agreed by the Buyer, an alternative criteria can be used) At least 90% of agreed Sprint Points (or alternative criteria) to be achieved/accepted in each Sprint(or agreed time period). Scoring will be based upon cumulative performance data from contract start date, and then 12 calendar month period.	Accuracy / Performance / Quality	At least 90% of Sprints to achieve minimum of 90% of agreed Sprint Points (or agreed alternative criteria) Target Levels Good Target – 90% (achieving at least 90% of agreed Sprint Points) Approaching Target Threshold – 85% (achieving at least 90% of agreed Sprint Points) Requires Improvement Threshold – 80% (achieving at least 90% of agreed Sprint Points) Inadequate Threshold – 75% (achieving at least 90% of agreed Sprint Points) The scoring will apply to all Sprints that have a completion date within a calendar month.	Less than 75% of Sprints within any given SOW achieving lower than 90% of agreed Sprint Points (or alternative criteria). Performance relates to all sprints completed within each calendar month.	Once below the Service Level Threshold – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan) Once below the Service Level Threshold – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan)
Timely Onboarding of new starters on Contract/SOW. Achieve agreed NHSBSA criteria for completion of onboarding activity within 10 working days from start date of role (activities as set out within Call-Off Contract)	Performance /Timelines	At least 90% at all times Good Target – 90% Approaching Target Threshold – 85% Requires Improvement Threshold – 80% Inadequate Threshold - 75%	Achieving less than 75%	Once below the Service Level Threshold – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan)
Accurate billing by Supplier As detailed within the contract	Accuracy /Timelines	At least 95% at all times Good Target – 95% Approaching Target Threshold – 90% Requires Improvement Threshold – 85% Inadequate Threshold – 80%	Achieving less than 80% of accurate invoicing	Once below the Service Level Threshold – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan)

Achievement of NHSBSA quality and delivery standards.

The quality and delivery of the SOW is to be reviewed each month by the NHSBSA Delivery Manager. | Quality | All SOWs are to achieve the required NHSBSA standard for the respective role/outcomes each month. | Achieving less than 80% of SOWs within agreed time/cost | Once below the Service Level Threshold – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan) |
| For any Project/Service specific arrangement, SLA/KPIs can be included within the Statement of Work.

Example criteria would be:

* Number of Development Code reviews (no more than 2) | As applicable | | | Once below the Service Level Threshold (set out within SOW) – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan) |
| Social Value - SLA/KPIs will be mutually agreed with the successful supplier linked to the response given for the Social Value Questions within the tender. | | | | Once below the Service Level Threshold (set out within SOW) – the Supplier will engage with the Buyer to provide a formal plan to remedy and ensure improvements achieved - Subject to Call-Off Schedule 10 (Rectification Plan) |

KPI/SLA Incentives

Material KPIs	Target	Measured by
Performance / Timelines

Commencement of Supplier Solution (roles starting) within 10 Working Days of SOW Requirements being agreed by the Buyer and the Supplier. | Good Target – 90%

Approaching Target Threshold – 85%

Requires Improvement Threshold – 80%

Inadequate Threshold – 75% | SOWs within previous 12 calendar months. |
| Accuracy / Performance / Timelines

Achievement of Fixed Price or Capped Time & Materials SOW within initial agreed time/cost. (or time/cost agreed by both Parties where scope has changed and recorded with a CCN) | Good Target – 90%

Approaching Target Threshold – 85%

Requires Improvement Threshold – 80%

Inadequate Threshold – 75% | SOWs within previous 12 calendar months. |

Accuracy / Performance / Quality Completion of Sprint Points agreed / recorded at start of each Sprint (Where not applicable/achievable and agreed by the Buyer, an alternative criteria can be used)	Good Target – 90% (achieving at least 90% of agreed Sprint Points) Approaching Target Threshold – 85% (achieving at least 90% of agreed Sprint Points) Requires Improvement Threshold – 80% (achieving at least 90% of agreed Sprint Points) Inadequate Threshold – 75% (achieving at least 90% of agreed Sprint Points)	Sprints that have a completion date within a calendar month
Performance/Timelines Timely Onboarding of new starters on Contract/SOW.	Good Target – 90% Approaching Target Threshold – 85% Requires Improvement Threshold – 80% Inadequate Threshold - 75%	Achieve agreed NHSBSA criteria for completion of onboarding activity within 10 working days from start date of role
Accuracy /Timelines Accurate billing by Supplier	Good Target – 95% Approaching Target Threshold – 90% Requires Improvement Threshold – 85% Inadequate Threshold – 80%	Accurate billing by Supplier as detailed within the contract
Quality Achievement of NHSBSA quality and delivery standards.	All SOWs are to achieve the required NHSBSA standard for the respective role/outcomes each month	The quality and delivery of the SOW is to be reviewed each month by the NHSBSA Delivery Manager
As applicable For any Project/Service specific arrangement, SLA/KPIs can be included within the SOW.	For any Project/Service specific arrangement, SLA/KPIs can be included within the Statement of Work	On an individual SOW basis, to be reviewed by the NHSBSA Delivery Manager and Commercial Contract Manager.
Social Value For Social Value - SLA/KPIs	For Social Value - SLA/KPIs will be mutually agreed with the successful supplier	TBA

Appendix - Glossary
Provided via Atamis

Bid Pack

Addendum: Resource types and quantity
to
3. **Statement of Requirements**

Software Engineering
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Contract for
NHS Business Services Authority (the "Contracting Authority")

This procurement is being managed by **Judi Nuttall, NHS Business Services Authority** (the "Procurement Manager") on behalf of the Contracting Authority

Resource types and quantity

Resources are required in the following quantities. This is an approximate number and may vary prior to the commencement of the contract.

#	DDaT Cluster	DDaT Family	DDaT Role (at SFIA level)	Resource Quantity
1	Product Delivery	Business Analysis	Business Analyst SFIA Level 4	5
2	Product Delivery	Delivery	Senior Delivery Manager – SFIA Level 6	3
	Product Delivery	Delivery	Senior Product Manager - SFIA Level 4	1
	QAT	Test Engineer	Lead Test Engineer – SFIA Level 6	2
	QAT	Test Engineer	Senior Test Engineer – SFIA Level 5	6
	QAT	Test Engineer	Test Engineer – SFIA Level 4	4
	QAT	Test Engineer	Tester - SFIA Level 3	1
	Technical	DevOpps	Principal Dev Ops - SFIA Level 6	1
	Technical	DevOpps	Lead Dev Ops - SFIA Level 5	4
	Technical	DevOpps	Senior DevOps - SFIA Level 4	3
	Technical	DevOpps	DevOps - SFIA Level 3	2
	Technical	Data Architect	Senior Data Architect - SFIA Level 5	2
	Technical	Software Developer	Principal Software Developer - SFIA Level 6	1
	Technical	Software Developer	Lead Software Developer - SFIA Level 5	4

	Technical	Software Developer	Senior Software Developer - SFIA Level 4	4
	Technical	Software Developer	Software Developer - SFIA Level 3	4
	Technical	Software Developer	Lead Frontend Developer - SFIA Level 5	2
	Technical	Software Developer	Senior Frontend Developer - SFIA Level 5	1
	Technical	Technical Architect	Lead Technical Architect - SFIA Level 6	2
	Technical	Technical Architect	Senior Technical Architect - SFIA Level 5	4
	Technical	Technical Architect	Technical Specialist Architect - SFIA Level 5	1
	Technical	Technical Architect	Technical Architect - SFIA Level 4	1
	No Cluster	Data Analyst	Senior Statistician - SFIA Level 5	2
	No Cluster	Data Analyst	Lead Statistician - SFIA Level 6	1

Security and vetting requirements

A security and vetting clearance of **Baseline Personal Security Standard** will be required of some (potentially all) staff engaged in the work.

Service capabilities

The types of services required have the following classifications:

#	Service domain	Service capability
1	**Parent**	**Performance Analysis and Data**
2	**Parent**	**Service Delivery**
3	**Parent**	**Software Development**
4	**Parent**	**Testing and Auditing**

Location

The services are to be provided in the following location(s):

- Services are to be delivered both on site and remotely (hybrid working)
- North East England
- Remote (Supplier's Own Site – UK)
- Overseas

Worker Engagement Status (including IR35 status)

Where the Buyer has assessed its requirement and it is for Resource, the IR35 status of the Supplier Staff in Key Roles must be detailed in this Specification and, if applicable, in each Statement of Work.

The Buyer will complete an IR65 assessment for each individual Statement of Work.