

**NHSBT Board**  
March 2018

**Delivery Partner – Software Development & Governance Services**

**1. Status – Official**

**2. Executive Summary**

This paper summarises the results of a recent procurement undertaken to support NHS Blood and Transplant (NHSBT) with the delivery of the CSM and ODT programmes.

It is proposed that NHSBT awards a new contract to Glue Reply as the most suitable proposal for a period of 2 years until end of March 2020 to provide management support, guidance and software development support services with an expected drawdown value of between £5m-£8m based on current run rates and anticipated demand across the programmes.

**3. Action Requested**

**The Executive Team is asked to:**

- **Approve the award of a 2-year contract at a potential value of between £5m-£8m to provide management support, guidance and software development support services for NHSBT across the CSM and ODT programmes.**

**4. Background**

- 4.1 NHSBT have a need for a service to support ICT and the Business across the key CSM and ODT programmes. When the original contract was set up, the service was designed to provide NHSBT with support for:
- Managing and driving the other strategic suppliers to the programmes
  - Defining and improving delivery and programme methodologies
  - Specialist development skills

There is a continued need for this service for the duration of the CSM and ODT programmes.

- 4.2 The current contract sits with Glue Reply and was procured on a 2-year basis and expires on 28<sup>th</sup> March 2018.
- 4.3 A procurement exercise was completed using the GCloud9 (Digital Services) framework supported by the procurement team in alignment with GDS guidelines. A long list made up of 10 suppliers were approached

and initial interest was shown from a subset of these. After a period for clarification questions, 2 suppliers submitted a proposal: People Source Consulting (PSC) and Glue Reply.

#### 4.4 Scoring: how was it done?

The suppliers were scored against a variety of criteria: Whole Life Cost, Technical Merit & Functional Fit, Commercial & Service Engagement, Non-functional Characteristics.

Overall the scoring was as follows:

Glue Reply	-	764
People Source Consulting	-	477

The main differentiating factors between the two competing suppliers were:

- PSC did not have a credible transition plan in terms of costs, timescales and activities
- PSC have an extremely limited team of permanent staff who provide the technical, delivery and architectural leadership – reliance is placed almost exclusively on contract resource;
- Whilst PSC rate cards look attractive on a like for like basis, PSC noted during the assessment that the staff they would deploy on the assignment would be one grade higher than the proposed Glue Reply operating model.

#### 4.5 Scoring – Other Factors

As part of the supplier assessment, the review team felt that PSC could potentially meet the requirements of the tender. However, it was universally felt that this would be a “leap of faith”, requiring a considerable degree of trust that PSC could provide appropriate staff from their contract pool. Given the complexity and challenges around the current programmes, it was felt that it would be unwise to take such a leap at this time.

Glue Reply have proposed a re-grading of a number of staff currently assigned to NHSBT which would yield savings of approximately £30k per month based on the current run rate across CSM and ODT programmes.

## 5. Proposal

- 5.1 It is proposed that the new contract arrangements with Glue Reply are approved at a maximum drawdown value of £5m - £8m for a 2-year period ending 31<sup>st</sup> March 2020. GCloud 9 provides an option for up to 2 one-year extensions, subject to approval by the Department of Health and Government Digital Service. A separate Board report will be provided before any such option is pursued.

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