

NHSBT Board
May 2018

Microsoft Dynamics CRM and Mulesoft Integration - Development & Advisory Services

1. Status – Official

2. Executive Summary

This paper summarises the results of a recent procurement in progress to enable NHS Blood and Transplant (NHSBT) to continue to develop solutions using the Microsoft Dynamics CRM and Mulesoft Integration Platforms. This is applicable to both the CSM and ODT Programmes as well as other projects using these platforms.

It is proposed that NHSBT award the new zero-value framework and non-exclusive contract to Capgemini as the most suitable supplier for a period of 2 years until end of May 2020 to provide IT services across Architecture, Requirement Analysis, Development & System test, Testing, Training support and other advisory services

3. Action Requested

The Board is requested to:

- **Approve the award of a 2-year zero-value framework contract to provide IT services across Architecture, Requirement Analysis, Development & system test, Testing, Training support and other advisory services for NHSBT's use of Microsoft Dynamics CRM and Mulesoft Integration software platforms.**

4. Purpose of the paper

The purpose of the paper is to:

- 4.1 Inform the NHSBT Board on the arrangements for the continued use of Microsoft Dynamics CRM and Mulesoft Integration software
- 4.2 Request approval to award a new contract to Cap Gemini to provide IT services across Architecture, Requirement Analysis, Development & system test, Testing, Training support and other advisory services for the period between June 2018 to end of May 2020
- 4.3 The contract is a zero-value framework contract with opportunities for NHSBT to engage the supplier for Fixed Price Work package based

Statements of Work (SoW) and/or time and materials based engagements as currently. This enables NHSBT to select an appropriate approach to sharing the risk on each engagement dependent upon the clarity of requirements.

- 4.4 Estimated spend against this contract in light of current plans is between £4 and £6 million for Core Systems Modernisation and in the region of £3 million for the ODT Hub programme. This is purely based on the Dynamics CRM and Mulesoft Integration areas.
- 4.5 This contract is also non-exclusive in that the Supplier is a preferred supplier but NHSBT is free to go to market for individual SoWs should it choose to do so

5. Background

- 5.1 NHSBT utilises the Microsoft Dynamics suite of tools and technologies to support our needs across the Customer Relationship Domain across both the CSM and ODT Hub Programmes to manage Donors and Customers. NHSBT has chosen the Mulesoft Anypoint Integration Platform as the strategic Integration platform.
- 5.2 These software tools are specialised and required experienced and skilled professionals to utilise them effectively. For the last 2 years, both the ODT Hub and CSM programmes have procured external supplier resources for these technologies on a time and materials basis working to the Scaled Agile Framework model and managed by NHSBT Delivery Managers.
- 5.3 The current arrangement is that Cap Gemini provides all of the Dynamics CRM and a reasonable number of Mulesoft resources in addition to Testing and DevOps resources
- 5.4 A procurement exercise is in progress using the Digital Outcomes and Services (DOS) framework supported by the procurement team in alignment with Government Digital Service guidelines. Whilst there was a good deal of interest and clarifications from various suppliers, NHSBT received only one formal bid from Capgemini.
- 5.5 Scoring was assessed across the following categories: Technical Merit & Functional Fit, Commercial & Service Engagement, Non-Functional Characteristics, Relevant Health Sector experience and Ability to provide holistic services for the NHSBT chosen technology stack. The Capgemini bid has been assessed as meeting NHSBT's needs to a high standard. A final clarification session took place on 14th May to close out a few minor queries.
- 5.6 Although it is not ideal to receive only one valid proposal for a DOS selection, the continuity enabled through contracting with the incumbent avoids any wider business and ICT disruption allowing staff to focus on delivery of other very important business and ICT programmes for

example CSM and ODT Hub. We are confident however that a formal, fair and transparent tender process was followed and that the Capgemini submission meets all of our requirements

5.7 Finally, we are confident that this contract will help drive both delivery and commercial efficiencies in lieu of the fixed price nature of work package based SOWs combined with a predictable Software Development Lifecycle and associated artefacts, as well as the opportunity it provides to have fully integrated teams delivering to the same goals. NHSBT also has the opportunity to call upon specific support from the supplier on a time and materials basis

5.8 The risks of not proceeding with Capgemini are significant:

- There is no current early life or business as usual support for the CRM and Integration applications in production outside of skeleton internal IT capability;
- There would be a loss of technical and business knowledge gained over the past 2 years;
- There would be a need for a longer on-boarding period for a new Supplier with no planned knowledge transfer;
- The immediate effect of failure to award would be to stop both the CSM and ODT Hub programmes beyond the current contract end date i.e. Jun 2018

6. Proposal

6.1 It is proposed that the new zero-value contract arrangements with Capgemini are approved.

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