

NHSBT Board
November 2018

**NHS Organ Donor Register (ODR) – Support & Maintenance
Development Services and Potential Hosting Services**

1. Status – Official

2. Executive Summary

This paper summarises the results of a recent procurement undertaken by NHS Blood and Transplant (NHSBT) for the support and maintenance and development services for the NHS Organ Donor Register. The procurement also evaluated supplier hosting capability and costs should NHSBT wish to consider its current arrangement, during the lifetime of the 3-year (plus one year, plus one year) contract. All costs, throughout this paper, exclude VAT.

Support & Maintenance

It is recommended that NHSBT awards a new support and maintenance contract for the NHS Organ Donor Register to Northgate Public Services (NPS). Costs for this service will be circa £262k for each of the five years (rising from current cost of £240k).

Development Services

Although explored, there is no cost advantage to purchasing development days in bulk. This procurement has seen the NPS day rate drop from £1200 (existing contract) to £810 (recommended contract).

Hosting

A future option to transition and host the ODR into NPS Cloud infrastructure is offered (projected £405k total, i.e. £80k transition, £65k per year hosting cost). Since the beginning of the procurement process of the in-house hosting performance of the ODR has improved significantly. Current recommendation is to retain this service in house but can be reviewed if performance deteriorates.

3. Action Requested

The Executive Team is requested to:

- **Approve the award of a 5-year (3+1+1) contract at a value of £1.3m to provide support and maintenance for NHS Organ Donor Register to NPS and a development day rate of £810.**
- **Approve the recommendation for NHSBT to retain hosting of the ODR**

4. Background

4.1 The current NHS Organ Donor Register (ODR) contract, held by NPS, expires on 30 April 2019. NHSBT have undertaken this tender exercise to test the market to ensure NHSBT are getting value for money and the appropriate level of service to support business needs.

4.2 The Invitation to Tender (ITT) was released to suppliers via the Crown Commercial Services (CCS) IT Technical Service Framework - Lot 3. The bids were for a 5- year (3+1+1) contract and include the right of NHSBT to terminate should circumstances change (and providing the contractual terms are met). Three suppliers submitted bids.

4.3 Scoring: how was it done?

The suppliers were evaluated against several criteria: Whole Life Cost, Capability, Delivery Method, Commercial Proposal and Quality Assurance.

The methods used to assess suppliers were scoring of non-functional requirements, scoring of supplier questions and a financial review.

4.4 Overall the scoring was as follows:

Assessment Stage	NPS	Bramble	Mastek
Non-functional requirements	29.92%	29.96%	29.46%
Supplier Questions	21.86%	14.48%	18.83%
Financial Review	38.60%	30.49%	19.72%
Totals	90.37%	74.93%	68.02%

4.5 High Level Bid Assessment

	Bid Quality	Bid Cost
NPS	Good	Low
Mastek	Good	High
Bramble Hub	Poor	Medium

4.6 The key factors differentiating the competing suppliers were:

- A significant influence was the costs Mastek and Bramble had to pay NPS to maintain the NPS Foundation Layer on which the ODR is dependent.
- The quality of supplier responses was only marginally different between NPS and Mastek.
- Bramble's response to the evaluation questions was of lower quality. Specific areas of concern were reducing the defect backlog, performance

monitoring and reports, transferring to a like for like service and ability to resource future changes.

- Mastek's support and maintenance costs are £4.1m compared to £1.3m for NPS across the full term of the project (5 years). It should also be noted that Mastek's solution is based on an offshore server hosting and maintenance arrangement. This presents a challenge insofar as the EU rules of data offshoring, which is likely to increase cost to resolve.

5. Proposal

5.1 Approve the award of a 5-year (3+1+1) contract at a value of £1.3m to provide support and maintenance for NHS Organ Donor Register to NPS and a development day rate of £810.

5.2 Approve the recommendation for NHSBT to retain hosting of the ODR

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