

TRANSFORMATION CONSULTANCY FOR NHS AND HEALTHCARE

G-Cloud 15

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Overview

The Transformation Consultancy for NHS and Healthcare service provides complementary transformation support to healthcare customers in undertaking transformation programmes such as transitions to the Cloud or between Cloud services.

Description of the Service

When undertaking transformation projects in the NHS and healthcare, there are often several different skillsets that are required to ensure successful delivery. Whilst some of these will be available in-house, there is often a need to engage specialist external consultancy support to work alongside your team. This service provides access to our flexible set of services to complement your team and build capacity and capability usually over a limited time period.

Within this service we can provide a range of transformation services including:

- strategy, including business strategy and IT and technical strategy;
- stakeholder engagement and workshops to develop requirements;
- business case preparation;
- financial consultancy including cost and benefit modelling, project financial controls;
- project and change management including planning, risk and issue management, project governance, controls and reporting;
- procurement consultancy including strategy, requirements definition, tender documentation, running procurements (Digital Marketplace or open tenders), evaluation and contract management;
- HR consultancy including organisational design, role profiling, recruitment and downsizing, reward strategies;
- IT consultancy including user research, discovery, UX design, product management, development, content management and testing.

We work with your team to understand your internal capability to support your transformation project and to identify gaps in capability or capacity. This allows us to create a bespoke work package of consultancy services across the various disciplines to complement your team delivering against clear requirements and/or deliverables.

We will ensure that our team possess the appropriate skills and qualifications to deliver the work and have experience of working in the NHS and healthcare or have equivalent transferable skills.

We will seek to transfer knowledge and skills to your internal teams both to allow smooth transition to business as usual and to reduce your ongoing need for consultancy to optimise value for money.

Our Delivery Approach

We run an associate based consultancy model, where we supplement our internal capability with specialist external associates to ensure we can provide a team who are ideally matched

to your specific requirements. When we agree the work with you, where required we will identify suitable associates from our specialist pool who will be engaged by us on demand for as long as the engagement lasts. We will take responsibility for any work delivered by these associates.

How to Order

Under G-Cloud, the first step in ordering any service is to develop a statement of requirements and conduct appropriate searches on the Digital Marketplace, assessing the matching services to determine which one best meets your needs.

Following this, you should contact us by telephone or email to discuss your requirements and ensure we are able to assist. We will discuss the requirements and scope out the work and the size and composition of the team, and agree the expected duration of the work and the pricing.

You can then send us a G-Cloud Order Form which formally instructs us to commence service provision. We are happy to help draft this is required. As soon as the order form is signed by both parties, we will commence with resourcing and onboarding the team.

Initiation and Onboarding

After receipt of the signed Order Form, we will allocate a delivery team which may include permanent consultants and specialist associates. We will aim to deploy a team within a week of receipt of the Order Form. Prior to the engagement, our team will be briefed on the requirements, scope and expected deliverables. From the start of the engagement our team will work with you to identify key stakeholders and agree the work plan.

Resource Changes and Termination

We recognise that during assignments there may be changes to the requirements and that we may need to adjust the resourcing to ensure we adapt to these changes. Similarly, there may be a requirement to terminate the engagement or reduce the scope due to changing priorities. We will always aim to be flexible in ramping down resources. Our standard terms for termination for convenience are five working days.

Customer Responsibilities

We will seek to work alongside your team as far as possible to facilitate knowledge sharing. You will need to provide appropriate contacts to liaise with our team including facilitating contacts with parts of your organisation and any third parties. We will also verification from you of satisfactory delivery of service on a regular basis.

We will ensure that all team members supplied to you are vetted in line with BPSS. In the event that you require higher level of clearance, we will identify suitably cleared consultants but will expect you to hold their clearances. We will also look to you to sponsor SC clearance and above where this is required.

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