

DNJ Consultancy Limited (DNJ)

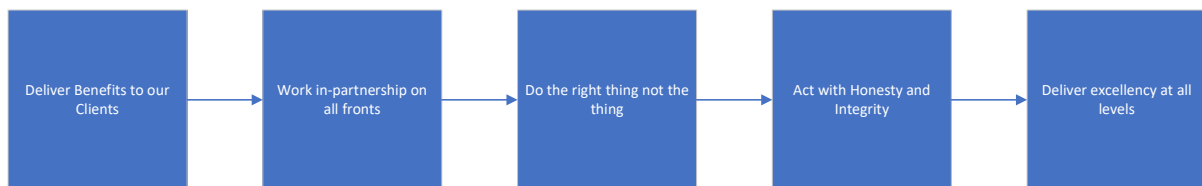
Terms and Conditions

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Our Values

DNJ Consultancy believe that true partnership with the NHS and private companies can only be achieved through alignment of values. Our values are at the core of everything we do, the behaviors we demonstrate and the improvement and changes we seek to deliver to our clients. Our values are:



Commercial and Partnership Approach

- To establish and maintain continual transparency DNJ will provide weekly budget reports outlining how we are tracking against our predicted resource usage and costs for this piece of work and any other work agreed.
- THE ORGANISATION will provide the funding monthly in advance with the first month payable on engagement.
- DNJ will work on the basis of mutual trust. We therefore believe that extensive contract controls are unnecessary. DNJ will be happy to amend the scope of work as and when required in order to deliver optimum benefit to the client. The only change will be the number of days charged but this can be flexed by mutual agreement to meet the client's evolving needs.
- DNJ reserves the right to replace resources on-site should for example sickness, holidays potentially impact the project;
- DNJ reserves the right to flex the existing day rates in order to establish the best possible resources for the budget – however, will remain inside the overall budget at all times;
- Danish Jafri is the primary points of contact for DNJ. Any changes must be agreed in writing by Danish Jafri and the nominated person for THE ORGANISATION.

Financial and Schedule Details

Costs

Costs will be agreed according to requirements. Any variation will be agreed between DNJ and THE ORGANISATION in writing with additional days charged as per agreed pricing within the scope of the Rate Card. Unused days or rebates will be reflected in subsequent invoices

Delivery Milestones and Payment Schedule

Payment milestones are equal milestone % payments as shown below which supports cash flow and maintains our low rates whilst providing assurance to the client.

Payment Milestone	%
On Engagement	25%
At agreed milestones	75%

Agreed expenses invoiced weekly at cost on 30 days terms

Assumptions and Dependencies

Please note this proposal has been based on the below assumptions and dependencies:

- Any changes to scope at any time must be agreed in writing with DNJ & the THE ORGANISATION nominated contact in order to control any cost adjustments or delivery expectations.
- The client will provide suitable accommodation for the Programme and associated staff.
- Any direct requests to scope change via the Client will be relayed to THE ORGANISATION within 24 hours for assessment and decision.
- Any delay in advance monthly payments against terms and payment schedule will render the agreement null and void.
- It is assumed staff will have access to client laptops, client email accounts and all environments necessary to perform their duties if required.
- It is expected that there may be travel across many of the client teams – covered by expense.
- Finance reviews will be assessed and reported to THE ORGANISATION weekly to supply the level of projected spend, run rates/scope of activity agreed and adjusted upwards or downwards accordingly.
- Expenses will be minimised to reflect value for money.

- VAT is excluded and charged at the prevailing rate.
- Payment terms are strictly 30 days - please refer to the Delivery Milestones and Payment Schedule for invoicing.
- DNJ reserves the right to charge late payment fees of 5% of the invoice value from day 30 plus 1 day for each calendar month the invoice remains unpaid;
- THE ORGANISATION acknowledges that this service sits outside of IR35 and is payable via our Limited Company.
- A valid Purchase Order and engagement payment is required in order to proceed and set the start date.

Appendix A- Service Catalogue

It should be noted that the below examples of our service catalogue are only meant to be indicative. We are driven to deliver value to patients and staff and are therefore open to undertaking a wide range and type of bespoke engagements that are within our capabilities.

Due to our focus on delivering value to client, our services are not structured in 'IM&T' terminology but rather in terms of outcomes achieved.

Informatics Excellence

This service area transforms the use of ICT and Intelligence within our clients. It aims to build truly outstanding and sustainable Informatics functions, not only through supporting the development of internal informatics teams, but also by transforming the relationship that the Client as a whole has with Informatics. Service specialisms include:

Service Specialism	Outcome
Informatics Strategy development, revision and assurance	Transformational roadmap to deliver outstanding Informatics service provision
Cultural baselining and analysis in relation to Informatics functions and organisational relationship with Informatics	A fundamental change in Informatics culture within the Client, providing a critical foundation for subsequent excellence in Informatics provision and consumption.
Service Improvement and Service Management strategies and transformations	Transforming Informatics service quality to enable efficiency savings and provide a high calibre of customer service
Communications and Branding Strategy development and assurance	Positioning an Informatics service as a positive brand, with an identity that users recognise and associate with. Ensuring effective and productive communications between the Client at large and the Informatics service
Key stakeholder mapping and user satisfaction measurement and analysis	Understanding what the business and key stakeholders require of Informatics, enabling a truly tailored and bespoke service that is not only responsive and agile in meeting user needs, but strives for continual service improvement.

Optimising Value from Informatics

This service area delivers optimised benefit and value for money to our clients through the use of ICT and Business Intelligence. The service area is grouped within the below areas of expertise:

Delivering Optimal Benefits to Patients and Staff

Delivering benefits from Informatics is the single most important focus for DNJ. We are passionate in our belief that a simple shift in overall focus to benefit delivery can be transformational for an Informatics team. When delivering tangible benefit is at the forefront of everything an Informatics team does, it engenders a real sense of purpose and determination into the team, and provides increased motivation as and when benefits are realised. DNJ offer a range of services in this area, from initial mentoring of staff to accurately identify the depth and breadth of project benefits to providing them with the skills and tools to drive manifestation of those benefits.

Service Specialism	Outcome
Benefits Realisation Strategy development, assurance, mentoring and templates	Delivering and demonstrating a full range of tangible benefits from Informatics investments, not only improving patient care but continually increased the chances of securing further Informatics investment
Organisational Change Management, process analysis, change and improvement	Supporting the Client business to understand, own and enact the changes necessary to drive true benefit from Informatics. This work changes the relationship between users and Informatics, empowering users to engage with the service to continue to deliver benefit to their area of work.

Improving Value for Money through efficient Investment, Planning and Delivery

DNJ services in this area are focussed on optimising value for money through ensuring that the end to end planning and delivery process within client is as effective and efficient and possible. Our services range from ensuring that all business cases are consistent and accurate at project outset, portfolio management to ensure appropriate project prioritisation and individual project and programme assurance and mentoring. Expertise includes:

Service Specialism	Outcome
Business Case development, assurance, mentoring and templates. This includes delivery of streamlined electronic business case governance workflows.	Rational, accurate and consistent evidence based investment decisions, enabling project success through accurate forecasting at inception.
PMO Strategies and Roadmaps, PMO establishment, assurance and templates.	Rational evidence based project prioritisation and delivery, with a feedback loop allowing increasingly accurate planning and forecasting, ensuring the Informatics department sets realistic expectations and delivers against them.
Project and Programme Assurance and Mentoring	Improving project and programme processes to ensure delivery of expected benefits on time and within budget
End to End project and programme delivery	Project and programme delivery, with the risk of timeline slippage and/or overspend borne by DNJ

Improving Value from Suppliers

This service area focusses on ensuring that suppliers deliver against client requirements and are carefully managed. DNJ focuses very much on knowledge transfer to clients in this area to ensure that commercial nous becomes engrained within Informatics functions. Services include:

Service Specialism	Outcome
Commercial awareness mentoring	Client gain the knowledge and skills to deliver robust commercial agreements that protect the Client's interests going forward
Contract review, analysis and assurance	Optimisation of contracts already in place, enabling potential savings to be made.

Contract negotiation	Optimisation of contracts being developed, using expertise to ensure that any contract protects the Client's interests and drives appropriate supplier behaviours
End to end procurement delivery	Cost effective and efficient procurement processes, reducing the risk borne by Clients through application of commercial expertise

Technical Optimisation

DNJ have a depth of expertise in this area, with our own in-house team of skilled developers, infrastructure and EPR implementation specialists. We focus very much on end user experience, believing that hardware and systems should be developed and configured purely to meet user and business needs, with a particular focus on robustly exploring and building correct process and workflows. Specialised services include:

Service Specialism	Outcome
Business Analysis: Process and workflow mapping	A highly detailed understanding of the current state of processes and workflows, laying the foundations for subsequent business change and technical configuration
Requirements collation, documentation, validation and assurance	Comprehensive documentation of requirements, ensuring that technical design and build delivers against user needs
Optimisation mentoring- sharing knowledge on common pitfalls and lessons learned	Client staff are aware of potential upcoming challenges and risks and can make informed decisions on how to mitigate them, providing for a lower risk implementation
Bespoke system development, configuration and optimisation, across a wide range of systems and programming languages	Rapid and accurate system development and configuration, using DNJ's technical expertise to deliver systems and data that meet Client needs at the first time of asking
Integration Architecture development and assurance	Delivery of integrated systems that are future proof and flexible to meet the requirements of the upcoming integration agenda
Technical Design Current State analysis and assurance	An accurate and comprehensive analysis of technical current state, providing the basis a gap analysis and roadmap to meet strategic needs

Successful System Delivery

DNJ have developed a specific service area dedicated to the successful implementation and use of systems into NHS Trusts and other organisations. We believe system implementations don't have to be problematic and risky, with rigorous application of quality control and genuine teamwork between informatics. Our services include:

Service Specialism	Outcome
Go-live readiness assessments	Independent assurance of organisational readiness, leading to a successful system implementation
Development and assurance of test strategies, test plans and delivery of testing itself	Thorough and accurate testing, ensuring that all processes, scenarios and functionality have been tested, enabling minimal post-go-live remedial configuration
Development and assurance of training strategies and plans	Successful and comprehensive training, minimising the level and costs of post-go-live support

Cutover planning and assurance	Detailed and independent assurance of plans and processes associated with cutover, allowing for a low risk and well supported cutover period, with clear processes, roles and responsibilities in the event of any issues
Implementation plan assurance	Leveraging DNJ's experience to ensure that any potential risks and challenges in implementing a system have been identified and mitigated, enabling an implementation that runs to time and budget, delivering benefit as, when and where expected
Data Migration assurance	Confidence that unexpected data migration issues will be minimised, and system data will be ready and accurate in time for go-live

Empowerment through Intelligence

DNJ believe that one of the most powerful assets a client possesses is its information. We specialise in transforming that data and information into intelligence. We sincerely believe a client can be completely transformed through proper and optimal application of intelligence, be it from capacity planning and modelling through to presentation and communication of real time intelligence. Our services include:

Service Specialism	Outcome
Intelligence and Information Strategy development and roadmaps	Transformational Intelligence and Information roadmap to unlock the power of Information within and outside of the Clients domain
Data Modelling, including data flows	A comprehensive and detail picture of current state data flows and architecture, which can be built upon with a strategic data model facilitating a homogenous data model across all systems
Database development	Rapid and accurate development of bespoke databases and warehouses to our clients, facilitating rapid delivery of benefits
Report and dashboard development	Rapid and accurate development of bespoke reports and dashboards for our clients, facilitating rapid delivery of benefits
Scripting assurance and analysis	Independent assurance of current scripting, optimising data production and accuracy of reporting

Empowerment through Self-development

DNJ believe that the most powerful assets a client possesses is its workforce. We specialise in transforming attitudes and management techniques to improve workforce relationships and working together to achieve the overall objectives. Particularly useful where multiple teams or localities are merging with different cultures! Our services include:

Service Specialism	Outcome
Strategic Design Workshops - Design-Thinking for effective and desirable services	A creative, practical and collaborative approach to improving your business or creating new, well thought-out and desirable services and experiences. We guide you through a "design thinking" creative process that is user-centred, co-creative with your stakeholders, carefully sequenced and evidenced, and holistic across your whole system of systems.

Strategic Problem Solving Workshops - Helping you solve your performance, motivational, cultural and tactical problems with a creative toolkit and systems-thinking approach for far-reaching impact	Our process recognises that your problem exists in an 'eco-system' of organisational culture, people and processes - solutions to your problems can only take hold if the impact and any other knock-on effects are positive across the whole system. This approach has been invaluable during board membership with our clients including the NHS, helping to bring about lasting and meaningful change
Facilitation Workshops - Expert guidance through creative and collaborative processes to create, inspire, engage, challenge and unite your people and stakeholders	We have expert knowledge of the health, social care, local authority, local government, upcoming technologies and 3rd party sector markets and the additional challenges they present - specialist help we can offer includes service modelling, change management, service- user/patient engagement and Benefits Realisation Planning in these environments.
Training Workshops - Short training workshops or bespoke training programmes to improve leadership, influencing, management, service and communication skills	Our tried and tested training methods work anywhere and everywhere because they focus on the needs of your team