

**FLEXIBLE NHS STRATEGY
AND ARCHITECTURE
SUPPORT SERVICE**

G-CLOUD 15

INTRODUCTION

The NHS is facing unprecedented challenges as a result of the COVID-19 pandemic and the impact it has had and continues to have on delivery of services across all settings. Coupled with this are financial pressures and the need to drive efficiency to deliver services within tight budgets.

Against this context, in undertaking any transition or transformation project such as migration of services to the Cloud or between Cloud services, EPR, clinical systems, e-Rostering, health informatics, mobile working, AI and future digital technologies, it is important to understand the business context and requirements and any constraints such as technical infrastructure, as well as ensuring that appropriate solutions are architected, to optimise solutions and value for money.

SERVICE OVERVIEW

Our Flexible Strategy and Architecture Support Service has been developed to underpin any NHS transition or transformation with strategic support and direction. We will work with your teams to identify capability and capacity shortages and develop a flexible bespoke support package to complement the in-house resources to deliver these.

Typically, engagements under this service will commence with business and IT strategy to understand and document the current state and the problem to be solved, together with any constraints. We can provide enterprise and technical architecture support together with business analysis and user research to support these elements.

Following this, we will usually provide solutions architecture to develop outline strategic solutions, drawing on user research as part of a user-centred design approach and technical architecture to ensure the most appropriate technical solutions. We can also provide product management support to ensure a clear focus on the users, requirements and objectives through any design and development processes.

We can also provide broader strategic consultancy support including Cloud readiness assessments and determining whether and which services to transition and when and how to exit legacy arrangements.

We will always seek to optimise the use of in-house resources to promote value for money, complementing these with our team members to add to capacity and capability. Our team members will typically have appropriate professional qualifications and memberships appropriate to their specific roles within the team. They will usually have experience working within the NHS or the wider healthcare sector, and will bring knowledge of best practice from across the sector.

ON-BOARDING AND OFF-BOARDING

At the start of each engagement, we will work with your team to define specific work packages with agreed objectives and/or deliverables, expected timescales, required skillsets and number and levels of resources. We will then draw on our flexible pool of high quality associates to identify a team who meet your specific needs. We will provide them with a clear briefing on the project, the background to the work and the objectives and deliverables. We will then introduce them to your team to further scope and plan the work activities.

Our flexible model allows us to adjust our team rapidly to meet any changes to the requirements that emerge during the engagement. We typically hold a review meeting with your project lead at least monthly to confirm the current team or identify any required changes. We can generally off-board resources or adjust the skills mix within five to ten working days.

SERVICE CONSTRAINTS

Most assignments under this service are likely to be between one and five team members. Due to the nature of our flexible resourcing model, we can resource teams of any size in relatively short notice. We are not constrained by typical consultancy models where senior resources usually work across multiple assignments; we can provide senior resources committed specifically to your project for the duration of the work, and in many cases we can redeploy them on future engagements to provide continuity.

SERVICE LEVELS

All customers are provided with contact details for our Chief Consulting Director for ordering or to raise any issues or concerns during working hours and out-of-hours as needed. We aim to respond to any requests for new engagements or changes to existing engagements the same working day, with any new resources typically deployed within five working days. All team members work professional days, typically eight hours exclusive of travel and lunch.

ORDERING AND INVOICING PROCESS

After you have identified the required service that you wish to procure from us, the first step is to contact us to outline your requirements and for us to confirm that we are able to assist you. During this we will also agree the outline scope and understand the numbers of resources, their levels and the expected duration. This information can then be used to populate the G-Cloud Order Form. Upon request, we can support with drafting the core elements of the Order Form in line with our agreement with you and provide this for you to review and complete any additional elements before submitting it to us. Upon signature of the Order Form by both parties, a contract is formed.

The G-Cloud Order Form will define the invoicing frequency, which will typically be monthly in arrears, and the basis for the charge which will typically be time and materials. We will issue you with invoices electronically with payment within 30 days unless otherwise agreed.

TERMINATION TERMS

We have designed the service to be as flexible as possible. Services will often finish on agreed dates and/or when the required deliverables have been provided. However, if you wish to terminate services earlier for convenience, we will seek to accommodate this. We would appreciate as much notice as possible, with a minimum of ten working days, to allow us to redeploy our team members.

BUYER RESPONSIBILITIES

You will be responsible for providing access to any IT systems and any equipment needed to access it to deliver the services. Where our team works on your site, you will need to provide any necessary passes or access cards, together with appropriate office space and other facilities for working. You will be responsible for briefing team members on any local health and safety requirements, security and environmental policies.

We will expect you to provide a member of staff to coordinate the engagement with our team members, including agreeing work plans, arranging introductions and meetings with other parts of your organisation or third party suppliers as appropriate and signing off deliverables.

We will ensure that all team members deployed have undertaken vetting equivalent to BPSS. If SC or CTC cleared team members are required, we will endeavour to provide resources who already possess this clearance, but you will be responsible for holding the clearance. If any team members require clearance to SC or CTC level and do not possess this already, you will be responsible for sponsoring any required clearances.

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