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DCfH 2 Supplier Engagement January 2024

Crown Commercial Service

Agenda

- Update on CCS project activity;
- Discussion points;
- Specification (including Performance Indicators);
- Social Value;
- Indexation;
- Key dates;
- Next steps;

Team and Updates

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Introductions - The CCS DCfH 2 Team:

Maxine Palmer
Senior Category Lead - Digital Capability and Delivery

Baljinder Sall
Commercial Lead - Digital Capability and Delivery

Angharad Curtis
Commercial Agreement Manager - Digital Capability and Delivery

Rebekah Loades
Commercial Agreement Manager - Digital Capability and Delivery

Josh Kendal
Commercial Strategist - Digital Capability and Delivery

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Update - what have CCS been working on since our last engagement?

- ● Outline Business Case;

- ● Supplier Survey;

- ● Terms and Conditions;

- ● Customer/Buyer engagement;

- ● Drafting the specification;

Key Facts on RM6345 DCfH 2

- Framework agreement is for the provision of application development and management services to support health and social care programmes.

- Suppliers will be tested using award questions, that will be used to assess suppliers' capability and skills in handling health specific data sets to support programme delivery.

- Suppliers will be expected to have knowledge of and be able to deliver services in line with Technology Code of Practice, Service Standards and NHS Standards.

- Supporting strategic relationship building with customers is critical for this agreement to support Health and Social Care programmes with their digital transformation journey.

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The DCfH 2 Specification

Key Services to be Provided Under DCfH 2

- **DevOps Services** support for ongoing live services;

- **Digital Definition Services**. Either separately or combined GDS Discovery (as extended under Extended Discovery under Paragraph 4.3 below) and /or Alpha phases.

- **Build and Transition Services** either separately combining GDS Beta phase and/or Retirement phases (including transition to Live). It is anticipated that Live will be covered by an appropriate competition for DevOps Services.

- **End-to-End Development Services** with the ability to combine the full set of GDS agile phases of Discovery through to Live.

- **Data Management (and similar) Services** primarily targeted at building, enhancing and maintaining data assets, migrating data from one system to another and analysis and reporting from such data assets.

Call Off Lengths

Service Provision	Proposed Call Off Lengths
DevOps Services	The maximum Call-Off Initial Period for this provision shall be three years with a possible Call-Off Optional Extension Period of one further year plus one further year. **(3 +1 +1)**
Digital Definition Services	
Build and Transition Services	
End-to-End Development Services	
Data Management (and similar) Services	

Proposed Standards (1 of 2)

General:	ISO 9000; ISO 9001:2015 Quality Management
IG and Security:	10 Steps to Cyber Security' guidance: https://www.ncsc.gov.uk/guidance/10-steps-cyber-security
	BS ISO 22301:2012 Societal security – Business Continuity management systems – Requirements
	BS ISO 27001:2013 Information and Data Security
	BS ISO/IEC 27002:2013 Information technology — Security techniques — Code of practice for information security controls

Proposed Standards (2 of 2)

Development and System Design Services	BS ISO/IEC 12207:2017 Systems and software engineering.
	BS 8878:2010 Web accessibility. Code of Practice.
	Open Standards: "Open Standards Principles 2018: For software interoperability, data and document formats in government IT specifications" (which can be found at https://www.gov.uk/government/publications/open-standards-principles) and any supplementary or replacement government guidance.
	Adopted Open Standards as detailed on the Standards Hub https://www.gov.uk/government/publications/open-standards-for-government
	Web Content Accessibility Guidelines (WCAG) 2.0 to level AA; or WCAG 2.1, (as updated pursuant to the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018).
DHSC and NHS Standards	NHS Service Standards (and references therein): http://service-manual.nhs.uk/service-standard
	The NHS digital, data and technology standards and clinical information standards as set out in this link and associated pages (as updated from time to time): http://digital.nhs.uk/about-nhs-digital/our-work/nhs-digital-data-and-technology-standards
Buyer Standards	Such other standards and requirements as notified by the Buyer to the Supplier (including successor standards and requirements).

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Proposed Performance Indicators (PIs)

PIs for Contract Management

Performance Indicator (PI)	PI Target	Measured by
Contract Management		
Respond to CCS for any Framework management matters	≥ 95%	Responding to correspondence (email or phone) from CCS within 2 Working Days
		Resolving issues raised within 5 Working Days
Provide a report to detail the number of Call-Off Contract variations within each Quarter	100%	Provision of the report 2 weeks after the end of each Quarter

Proposed Performance Indicators (PIs)

PIs for Contract Management

Performance Indicator (PI)	PI Target	Measured by
Management Information		
Complete, accurate MI template to be returned to CCS by the Reporting Date	100%	Complete and accurate MI template submitted to CCS by the Reporting Date
Management Charges to be paid within 30 calendar days from date of invoice issue	100%	Confirmation of payment received by CCS within 30 calendar days
Provide accurate and full breakdown of pricing for Services within 14 Working Days of a request from CCS	100%	Confirmation of receipt of full and accurate information by CCS
Provide accurate and full information when requested by CCS for pricing calculations relating to a fixed or capped price bid under a Call-Off Contract	100%	Confirmation of receipt of full and accurate information by CCS

Proposed Performance Indicators (PIs)

PIs for Customer Service

Performance Indicator (PI)	PI Target	Measured by
Customer Service		
Customer satisfaction	Customer satisfaction of 90% or above.	% of responders who are satisfied or better at the end of SOW/ customer satisfaction report. The Buyer may use the Balanced Scorecard to score their satisfaction against Supplier's performance during that SOW.
Responsiveness to Further Competitions	≥ 95% per Quarter	Responding to further competitions issued via the Framework (at shortlisting stage).

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Proposed Insurances and Indemnities

The current insurances and indemnities in the Public Sector Contract Joint Schedule 3 (Insurance Requirements are:

1. *The Supplier shall hold the following [standard] insurance cover from the Framework Start Date in accordance with this Schedule:*

1.1 professional indemnity insurance [with cover (for a single event or a series of related events and in the aggregate) of not less than] ten million pounds (£10,000,000);

1.2 public liability insurance [with cover (for a single event or a series of related events and in the aggregate)] of not less than ten million pounds (£10,000,000); and

1.3 employers' liability insurance [with cover (for a single event or a series of related events and in the aggregate) of not less than] ten million pounds (£10,000,000).

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Proposed Intellectual Property Rights

The terms for Intellectual Property Rights can be found within the Core Terms of the framework.

Currently the Public Sector Contract has the clauses:

9.1   Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Buyer a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable it to both:

(a)   receive and use the Deliverables; and
(b)   make use of the deliverables provided by a Replacement Supplier.

9.2   Any New IPR created under a Contract is owned by the Buyer. The Buyer gives the Supplier a licence to use any Existing IPRs and New IPRs for the purpose of fulfilling its obligations during the Contract Period.

Social Value

Approach for Applying Social Value to DCfH 2

- Customer Market engagement to understand Social Value priorities

- Supplier Market engagement to check priorities and outcomes can be delivered

- Most relevant Social Value themes which make most sense to the supply market selected to be included in the framework specification

- Specification, award questions, award criteria and reporting metrics considered

- Not all of the themes and outcomes incorporated in the specification need to be tested at Framework level for customers to be able to test them at Call Off level

Social Value in Further Competitions

Proposed themes for Customers to Assess Social Value in their Further Competitions:

- Fighting Climate Change - deliver additional environmental benefits (including working collaboratively in the supply chain) to work towards net zero greenhouse gas emissions.

- Equal Opportunity - identify and manage modern slavery risks including in the supply chain and identify and tackle inequality in employment, skills and pay

- Tackling Economic Inequality - increase supply chain resilience and capacity and create a diverse supply chain, supporting innovation and demonstrating collaboration throughout the supply chain

Customers and Social Value

How will customers address Social Value?

- Suppliers will be asked at framework level what approach they will take to deliver social value, the appropriateness of their solution to deliver and fit with the outcomes.

- Customers can ask suppliers how they will deliver against their specific requirements;

- Minimum Weighting for Social Value is 10% of the evaluation;

- Customers will draw from the list of chosen themes and outcomes at call off and may provide suppliers with the social value priority statement and ask the suppliers to outline what they can deliver to help meet these priorities, including a commitment to targets or they may set specific targets based on the social value priority statement and ask suppliers to deliver these targets through their Call-Off Contract.

Carbon Net Zero

For DCfH 2 it is likely that all suppliers will be expected to have a Carbon Zero plan in place.

Further information on the government Carbon Net Zero procurement policy notes can be found here:

- Carbon Net Zero: [PPN 06/21 Carbon Net Zero](#); [Suppliers Questions on CNZ answered](#) and [Carbon Calculator](#)

Prompt payment

The Cabinet Office have released a new Procurement Policy Note for Prompt Payment.

Action required:

'Where this PPN applies, In-Scope organisations must use the questions in Part 3 (Technical and Professional Ability) in the standard selection questionnaire. The questions require bidders to demonstrate they are paying 95% of invoices within 60 days (90% with an action plan), and also paying all their invoices within an average of 55 days.'

Details can be found here:

[PPN 10/23 - Prompt Payment](#)

Modern Slavery

DCfH 2 RM6345 will ensure that supply chains are compliant with regulation on slavery, forced labour and human trafficking.

Details can be found here:

[PPN 02/03 - Tackling Modern Slavery in Government Supply Chains](#)

Indexation and Benchmarking

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How does CCS intend to include Indexation in DCfH 2?

Methodology

We have:

- Reviewed the guidance from the Cabinet Office Complex transaction team;

- Reviewed indices available including CPI, SPPI, HQTI;

- Considered the application of benchmarking.

- Reviewed the rates of the indices available;

- We would like your views on this today - do you consider CPI suitable or would you like us to consider an alternative?

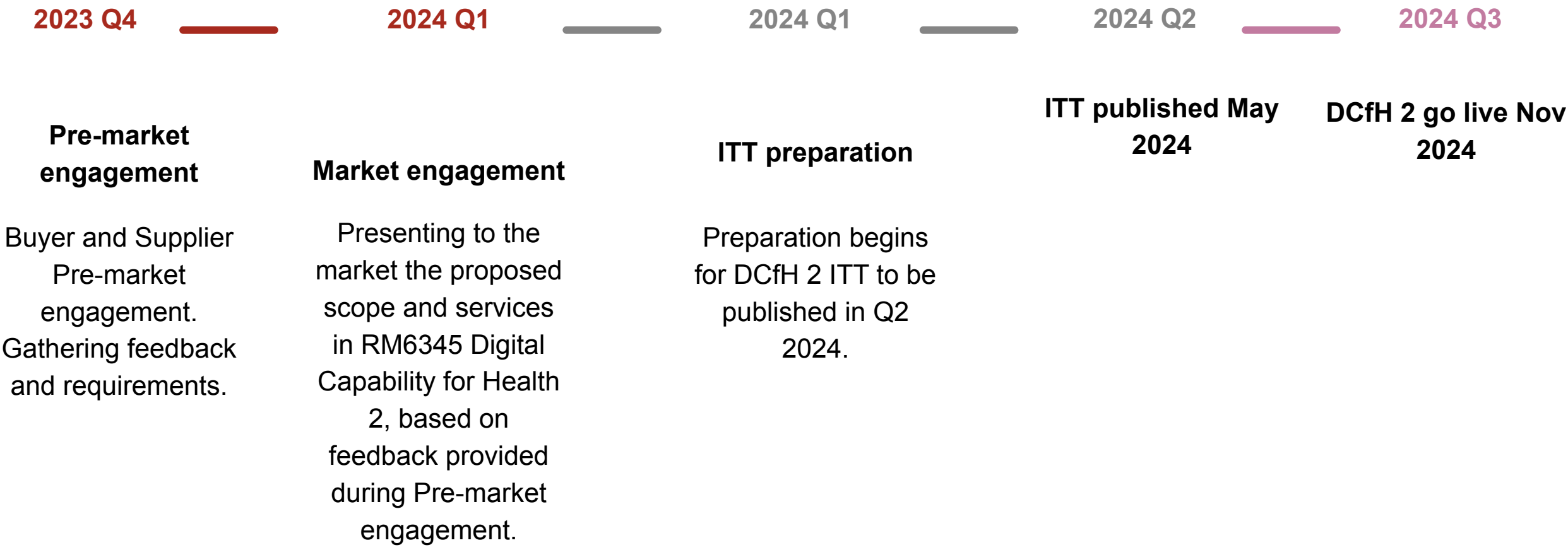# Menti Questions

What are the next steps for CCS?

Next steps:

- **Complete Supplier and Customer engagement;**

- **Final Business Case;**

- **Complete specification;**

- **Complete Terms and Conditions;**

- **Write tender documentation;**

Timeline

2023 Q4 ———— **2024 Q1** ———— 2024 Q1 ———— 2024 Q2 ———— 2024 Q3

Pre-market engagement

Buyer and Supplier Pre-market engagement. Gathering feedback and requirements.

Market engagement

Presenting to the market the proposed scope and services in RM6345 Digital Capability for Health 2, based on feedback provided during Pre-market engagement.

ITT preparation

Preparation begins for DCfH 2 ITT to be published in Q2 2024.

ITT published May 2024

DCfH 2 go live Nov 2024

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