

Workforce Technology Systems RM6387

Customer Engagement Overview

What is the NHS Workforce Alliance?

The NHS Workforce Alliance was established in 2019 and is a procurement collaborative made up of Crown Commercial Service (CCS) and the four NHS Procurement Hubs:

- NHS Commercial Solutions
- East of England NHS Collaborative Procurement Hub
- NHS London Procurement Partnership
- NHS North of England Commercial Procurement Collaborative

As a team of health workforce experts with decades of experience, we are motivated by a genuine desire to make this NHS better. Partnership is at the heart of everything we do. When you choose to work with us, you can be sure you are working alongside a team who share your values.

Our experience and influence shapes the NHS for the better. Our collaborative relationships with the Department of Health and Social Care, NHS England, NHS Employers, NHS Business Services Authority and other government bodies means we can help influence policy and implementation for the benefit of the NHS and the patients we serve.

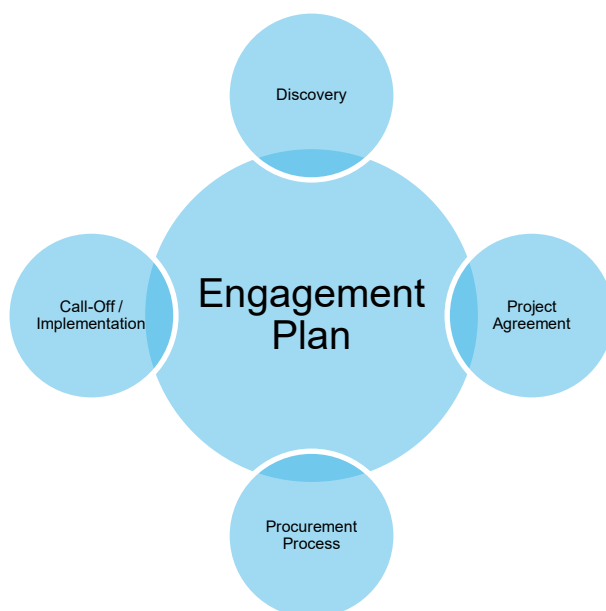
How we support customer requirements

Across the five organisations which form the NHS Workforce Alliance, we have workforce category specialists supported by experienced procurement teams, who will bring this framework into BAU (Business as Usual) engagement. Prior to the launch of the RM6387 Workforce Technology Systems Framework, we engaged early with customers across the NHS and through the contract pipeline which we have analysed via Atamis, to understand the workforce technology requirements of the NHS and identify any immediate actions that need to be taken, such as support with a Direct Award process, discussing upcoming contract renewals, or utilising a catalogue to conduct a desktop evaluation.

Across the NHS Workforce Alliance, we have specialists in both operational delivery and procurement management, supporting key stakeholders from the initial engagement/discovery phase through to Call-Off, with regular touchpoints scheduled to support in-life contract management. This regularity will be agreed between the Alliance and stakeholder/NHS organisation.

To support customers, we have produced a list of KPIs and Service Credits which can be utilised within any Call-Off Contracts, should they wish to do so.

Engagement overview



Discovery: This can be where the Alliance engages with their stakeholder(s) and discusses their active work plans as well as identifying what is currently in place, if applicable.

Project agreement: The Workforce Alliance can agree on timelines, roles and responsibilities and expectations with the NHS organisation which will include the lead for procurement activity.

Procurement process: Depending on the level of support which the Contracting Authority requires will determine the actions and steps which Alliance colleagues take.

Call-Off/Implementation: Once the procurement process has ended, the Alliance will support the Contracting Authority and supplier(s) in drafting Call-Off agreements

Utilising the catalogue that each framework supplier has provided, Contracting Authorities can review beforehand the expected price of each product/service, which will help support any initial market engagement/analysis.

For KPI & Service Credit information, please refer to **RM6387 - WTS KPI Document**.