



# Department of Health & Social Care

## Supporting Technologies and Infrastructure Services

### Frequently Asked Questions (FAQs)

#### 1. Who is the winning bidder?

The winning bidder is part of DXC Technology group, a world-leading independent, end-to-end IT services company. They have been awarded the contract to deliver Supporting Technologies and Infrastructure Services to Supply Chain Coordination Limited, the new Management Function of NHS Supply Chain. DXC Technology serves nearly 6,000 private and public sector clients from a range of industries across 70 countries.

#### 2. What will they be responsible for delivering for NHS Supply Chain?

DXC Technology will be responsible for delivering Supporting Technologies and IT infrastructure services across NHS Supply Chain. This will include; the management, support and maintenance of the internal IT systems infrastructure, hardware and software applications across the business as well undertaking a significant programme of IT modernisation and transformation to support the evolution and growth of the service.

#### 3. What is the duration of the contract?

The contract term is four years with an option to extend for a further two year period.

#### 4. When will they start working as part of NHS Supply Chain?

DXC Technology are contracted to take operational responsibility for NHS Supply Chain IT early in 2019. In the preceding 6 months they will be working with us to safely and smoothly transition the services from DHL.

#### 5. How much money will this new provider save the NHS?

The Supporting Technology and IT Infrastructure service is an enabling function that will form part of the infrastructure to support the NHS to generate savings of £2.4 billion over seven years through the new Supply Chain operation.

#### 6. How will this IT service work with Trusts?

Trusts and healthcare providers' will continue to receive a like for like service through NHS Supply Chain. This will not change in the near term. All IT services will continue to operate through the existing IT infrastructure. Future transformation programmes will deliver enhanced services for Trusts in the longer term.

**7. How will this IT service work with Category Tower Service Providers (CTSPs)?**

A neutral network has been provided to ensure connectivity across NHS Supply Chain and its sub-contract partners. The IT provider will manage this service which includes the necessary hardware, systems and interfaces for CTSPs to access the systems.

**8. How will this IT service work with the other enabling services: Logistics and Transactional services?**

DXC Technology will continue to provide the same IT functionality that already exists to deliver the Logistics and Transactional Services functions, up until the transformation

**The process:**

**9. Who assessed and scored the competition?**

The team evaluation team was made up of dedicated NHS Trust Technology specialists, NHS Business Services Authority members, subject matter experts and members of the Procurement Transformation Programme team. The Commercial Contract evaluation was carried out by GLD and Mills & Reeve LLP.

**10. On which criteria was the competition assessed?**

The competition was assessed against a set of predetermined criteria which considered quality of services, commercial and pricing elements.

**11. Where can I find out more about the new NHS Supply Chain operating model?**

Please visit our [website](#) to find the very latest information, including FAQs for both customers and suppliers.