

A large, thick teal arc that curves across the upper half of the page, framing the title text.

GP IT programme / Digital First South East London CCG website

Proposal/Statement of Work

Document revision history

| Date | Version | Revision | Comment | Author |
|------|---------|----------|---------|--------|
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Overview

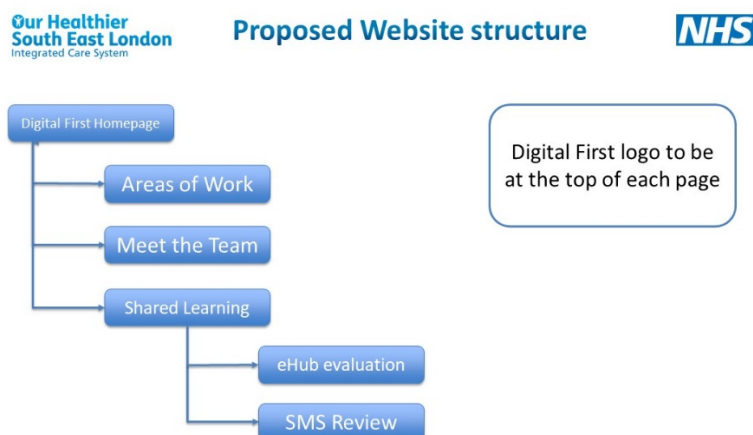
South East London (SEL) CCG require an area within their existing CCG website as a resource to communicate outputs from their local Digital First programme.

Digital First is a nationally funded, transformational programme with a focus on delivering equitable access to primary care digital services for patients. A key deliverable of the communications plan for this work is ensuring that the clinical membership and relevant staff are kept informed of progress.

Core brief

Core requirements for this work are as follows:

- Dedicated area of content for Digital First on CCG website - an introduction to Digital First, areas of focus, meet the team and area for sharing outputs from the programme in the form of evaluations, blueprints etc.
- All pages to display SEL Digital First logo to encourage brand identity and familiarity among
- A news feed to communicate updates – this will form the basis for both a Digital First and IT Programme stakeholder newsletters. Posting content on the website first will draw visitors and position it as a key source of information.
- Storage and sharing of documents



Deliverables

In scope:

- Account management
- Design, development and build of new website pages (including uploading of content)
- Handover to programme team
- Helpdesk support (included in OfL contract as part of the CCG website and not charged for here)

Out of scope:

- Copywriting of content
- Any design or functionality in addition to the requirements listed above

Account management

1. NEL CSU will provide a member of staff to act as client liaison who will:
 - act as a single point of contact for SEL CCG representatives
 - respond to queries and requests via email and telephone calls as required
 - negotiate, create, monitor and administrate contracts, licensing agreements and payments
2. You will be given contact details for your NEL CSU client account manager and access to the Workfront project where your requests are logged and managed.
3. Your account manager will be available for calls, emails and project meetings between 9am and 5pm, Monday to Friday (any periods of annual leave will be notified in advance). NEL CSU do not provide out of hours client account manager support over evenings, nights, weekends or public holidays.

Design, development and build

NEL CSU will work with representatives from SEL CCG to build pages to the specified structure. To achieve this we will need either:

- All content in advance OR
- Clear guidance on content to be added/sections within each page

NEL CSU will request this information be supplied within a specified timeframe at project commencement.

Help desk

1. Email and telephone support will be provided from 9am to 5pm, Monday to Friday. You can contact us at nelcsu.webteam@nhs.net. Our Helpdesk will endeavour to deal with all requests in a timely manner, however we have the following timescales for each category of service issue:
 - Website down – 4 business hours
 - Individual page broken/not showing or design issues (banners, page elements) – 1 working day
 - General advice/support – 1 working day
 - Setting up additional user accounts and categories/tags – 2 working days
 - New page or website banner requests – 3 working days

(We do not provide out of hours helpdesk support over evenings, nights, weekends or public holidays.)

2. Our helpdesk staff will provide technical support if:
 - the website breaks or
 - the website is otherwise rendered completely unavailable/inaccessible to the end user

They will also provide support around basic updates to page content – although we recognise that SEL staff have some capacity to update content themselves.

Assumptions

- SEL CCG have sufficient internal staff resourcing to work with NEL CSU and provide adequate guidance/required information

- Any requests that are detailed as “out of scope” in this document will be scoped, quoted for, and are chargeable
- Any out of scope requests will be agreed with NEL CSU and the cost of the request signed-off by SEL CCG before they can be delivered
- Both parties must sign-off on this document prior to work commencing.

Constraints and dependencies

Constraints have the potential to delay the project or cause it to miss its agreed deadline. These include:

- Agreement between NEL CSU and SEL CCG as to which requests are actionable
- Internal SEL CCG conversations regarding funding, priorities and timescales
- Impact of COVID-19 on existing available resources for both NEL CSU and SEL CCG
- Sign-off on this document

Costs

The full cost of the service as laid out in this document is as follows:

| Deliverable | Days | Cost |
|---|------|---------------|
| Account management & administration support | 3.5 | £1,271 |
| Development and build | 10 | £3,078 |
| Design | 2 | £712 |
| TOTAL | | £5,061 |

You will be notified if you are close to going over your set amount of support hours and given the option of purchasing more hours.

Sign-off

We cannot start work until both parties have signed this document.

By signing this document you are agreeing to all statements of ownership, deliverables, costs and the scope of this project outlined in this document and confirming that you hold the appropriate level of authority to commit your organisation to this level of expenditure.

Once we receive a signed copy of this proposal/SoW we can schedule and begin the work.

Our resource estimates and costs are based on the requirements in this proposal. If you ask for changes to the requirements, we will need to revise the timescales and costs and issue an updated agreement/cost.

| CSU AUTHORISATION | | CLIENT AUTHORISATION | |
|-------------------|--|----------------------|--|
| Authoriser: | | Authoriser: | |
| Role: | | Role: | |
| Signature: | | Signature: | |
| Date: | | Date: | |

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