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Contract

## **Frontline Digitisation Support Offer, Tiger Teams**

NHS England

F03: Contract award notice

Notice identifier: 2025/S 000-020467

Procurement identifier (OCID): ocds-h6vhtk-042e86

Published 12 May 2025, 1:32pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS England

7&8 Wellington Place

Leeds

LS1 4AP

#### **Contact**

Darren Batey

#### **Email**

[england.commercialqueries@nhs.net](mailto:england.commercialqueries@nhs.net)

#### **Country**

United Kingdom

## **Region code**

UKE - Yorkshire and the Humber

## **Internet address(es)**

Main address

<https://www.england.nhs.uk//>

Buyer's address

<https://www.england.nhs.uk//>

## **I.4) Type of the contracting authority**

Body governed by public law

## **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Frontline Digitisation Support Offer, Tiger Teams

#### **II.1.2) Main CPV code**

- 75122000 - Administrative healthcare services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Frontline Digitisation (FD) programme is working with provider organisations to support

them in reaching a minimum level of digital capability (as defined by the Digital Capabilities Framework) and to have an electronic patient record (EPR) in place by the end of March 2026. For the purposes of this service, provider organisations are defined as NHS secondary care Trusts providing acute, specialist, community, mental health, and ambulance services.

To fulfil this ambition, the FD Programme have appointed a partner to create an experienced, multi-skilled, rapid response intervention service also known as a Tiger Teams service, capable of supporting EPR Delivery across England.

This service will be an expansion to an existing comprehensive support offer available to providers, designed to support the national demand for resource, expertise, and information necessary to successfully rollout EPRs.

### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £13,333,334

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 71621000 - Technical analysis or consultancy services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

This is a single operator framework which operates via statement of work-based, with set deliverables defined for each work package which will be individual to the discovery / intervention required for each Trust. Any call off contracts awarded under the framework will only be initiated by NHS England (not directly by NHS providers).

The budget available to spend on this framework will be approximately £16,000,000 (inclusive of VAT). Please note that this is a call off contract only and the full value of the contract may not actually be realised if the demand is not required.

The procurement was conducted via an open tender and advertised through Find a Tender Service.

The service will need to provide the following to achieve its aim of increasing the quality of EPR delivery and reduce the risk of poor EPR deployment, which, in turn, will reduce the potential loss of benefit of EPR deployments in England:

- Sourcing of NHS experienced, highly skilled resources, who can be deployed to support a work package at a provider organisation at any point of its EPR Programme Lifecycle.
- Sourcing and deployment of resources to support any provider on site across England in a timely manner.
- Flexibility to increase and decrease resources quickly to meet the demands of the service.
- Organisational working knowledge of best practice of EPR design, delivery, optimisation and usability and its management.
- Knowledge transfer and retention within the NHS, including working with and alongside staff using a buddying-style approach, thus building skills and expertise which creates a more sustainable resourcing model going forward.
- Ability to build up a cohort of operators with specialist knowledge (cells) that can be deployed across the system on similar tasks, thereby enabling and accelerating the setting up of a virtual centre of expertise.

EPRs are notoriously complex to implement, and the maturity of the digital, data and technology (DDaT) workforce across England is varied, with providers having varying degrees of experience, and skills to implement successfully.

Often during EPR delivery, there is a requirement for either a planned, or unplanned, specific, time-bound skill set, capable of providing a set of deliverables, problem rectification or other specialist intervention for an element of the EPR Programme. Trusts are finding it increasingly challenging to obtain good quality, skilled short-term resources, both from the recruitment and contingent labour market.

To support Trusts to alleviate this issue, this service will provide Tiger Teams, defined as a group of highly skilled, experienced resources, commissioned to deliver a time-boxed service on behalf of the Trust where other attempts to fulfil the requirement have been unsuccessful.

The level of support provided to a Trust is set out in the FD Programme's operating model. Universally, FD provides various assurance reviews for all Trusts throughout their EPR programme lifecycles to support them with their programmes. The assurance process highlights areas of good practice and strength, in addition to areas of concern, which require addressing to improve the quality of the programme.

The second tier of support the FD programme provides is via an FD Support Offer function, supported by a delivery partner, to provide knowledge, advice, guidance and training to Trusts.

Despite the wealth of support available, there is a requirement to further support Trusts with hands-on, 'boots-on-ground' interventions to ensure that certain critical activities to resolve challenges, including the associated upskilling and knowledge transfer, are undertaken in a timely and robust manner, increasing the likelihood of a timely and successful implementation. It will also avoid the costs, risks and reputational damage associated with a delayed and / or sub-optimal go-live in addition to the impact required for the Trust to course-correct.

The FD programme is not resourced to provide hands-on targeted support into Trusts at the scale required, therefore an additional service is required to ensure the success of the overall programme and individual Trust EPR deployments.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality Technical Questions / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 25

### **II.2.11) Information about options**

Options: Yes

Description of options

1x12 month option to extend, to 31st March 2027.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-034431](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

9 May 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

KPMG LLP

15 Canada Square

London

E14 5GL

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

OC301540

Internet address

<http://home.kpmg.com>

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £13,333,334

Total value of the contract/lot: £13,333,334

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>