

# **RM971 – NON MEDICAL NON CLINICAL TEMPORARY AND FIXED TERM STAFF**



Crown  
Commercial  
Service

## THIS PROSPECTUS COVERS LOTS 3 & 5

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## SUPPLIER INTRODUCTION

max20 is an independent recruitment specialist who supply solely to the NHS and NHS suppliers. Our client base includes many Acute and Community Trusts, Commissioning Support Units (CSU's), Clinical Commissioning Groups (CCG's), Mental Health Trusts, Health Informatics Services, NHS England and their associated Local Area teams (LATS) plus other associated NHS bodies e.g. NHS Property Services, NHS Leadership Academy.. We are an approved supplier on a number of Non Medical Non Clinical Crown Commercial Service frameworks including RM971 NMNC, DOS 2 and G cloud 10. We operate a policy of transparency, honesty and openness throughout our organisation, in relation to Contractors, Clients and Staff alike. Our particular area of expertise is in the Information, Communication and Technology (ICT) arena.

### **We supply to a broad spectrum of staffing levels including but not exclusive to –**

- \*Executive Interim appointments
- \*Programme and Project Management
- \*Business Intelligence and Data Warehousing Specialists
- \*Network and Communication Specialists
- \*Database implementation and Integration
- \*Information Governance Specialists
- \*Application Development
- \*Deployment Engineers
- \*1<sup>st</sup>/2<sup>nd</sup>/3<sup>rd</sup> Line Support
- \*Trainers
- \*Service/Helpdesk
- \*Data Quality and Data Cleansing.

max20 employs an experienced and specialist recruitment team, who together, have over 150 man years' specific IM&T recruitment experience. This covers Major Account Management, Client and Contractor management, Contractual and Legal issues management and resolution and sourcing specialists. Our Clients can therefore be confident in our ability to provide a total Recruitment Solution to their resource issues which is supported by our in house electronic system, RegWeb, which has been custom written by our own developers to reflect the needs of our NHS clients.

max20 has a strong team ethos and approach which is fully inclusive with both our clients and contractors thereby assuring that there is always someone available who will understand the specific needs and requirements of our customers.

The recruitment team is ably supported by our back office support team who provide a fully integrated invoice, payment and management information service. This ensures that the needs of our clients and contractors are met by the provision of timely and accurate data. Management reporting is specifically tailored to the needs of our individual clients. We believe that working with max20 should be an enjoyable and successful experience backed by our capable friendly customer focussed service and quality delivery ethos.

### **In House Database – RegWeb**

Our database predominantly comprises individuals with IT skills gained within the NHS which enables us to provide quality resources across a broad spectrum of skillsets at speed. The individuals we place range from Data Cleansing/IT Support through to Programme Managers/Executive Interim Appointments and also includes contractors who have worked on the implementation of many clinical systems. Our in-house electronic system, RegWeb, has been custom written to reflect the needs of our NHS clients' enabling us to quickly register candidates and upload fully compliant documentation in line with the NMNC framework and current legislation. The size and relevance of our database, together with years of experience recruiting for the NHS are key factors in our capability in sourcing relevant and suitably qualified candidates.

The database has additional functionality to track the end to end recruitment process thereby enabling us to closely monitor and produce relevant and meaningful MI for our clients.

max20 also use other methods to identify resources with previous NHS experience - the use of job boards to search and highlight candidates new to market as well as networking with both passive and active candidates on LinkedIn. Furthermore because of our reputation and NHS specialism many of our candidates come to us as "referrals" from our contractors and clients alike.

### **Contractor Care Programme**

max20 believe that the welfare of our contractors is essential to the successful running of projects as they are fully supported throughout their assignment. Our contractor care programme incorporates;

- ❖ A "no nonsense" weekly pay system ensuring regular and correct payment
- ❖ "Open contractor care surgeries" which are undertaken on site. These offer visibility of the max20 dedicated account manager and provide an opportunity for open discussion to "nip any issues in the bud" thereby minimising any impact to day to day working
- ❖ One to one reviews where we can provide feedback gained from all parties
- ❖ Limited/Umbrella set up advice
- ❖ CV writing service

### **Full Transparency on Rates and Margins**

max20 have always pursued a policy of openness and honesty with our clients and contractors alike. This also extends to our rates and margins. Both Client and Contractor will be aware of these and they are openly documented in our contract schedules.

## **CASE STUDIES**

### **1) EPR Deployment - Large Acute Trust in North West**

Over the last 2 years max20 has been working with this Trust to supply a number of EPR experienced resources. These have been Project Managers, Trainers and Implementation specialists. The hiring manager has worked on an informal basis where max20 would be the “first port of call” for sourcing these candidates and to date we have had 100% fulfilment rate. This has required us to respond at short notice and show relevant knowledge and understanding of the project area.

### **2) Ordercomms deployment - Health Informatics Service Client - 10 Trainers and Floorwalkers**

Max20 was approached by our Health Informatics client to assist in the sourcing of 10 specialist clinical trainers and floorwalkers for 6 months after being let down by another supplier.

The timelines for suitable selection and on boarding were therefore very short (2 weeks). We agreed a project plan for this which involved end to end support of the client throughout the recruitment process i.e. Sourcing, interviewing, on boarding, ongoing contractor care, consolidated invoicing and relevant MI.

Max20 successfully met the project requirements and completed the recruitment and moreover had a 100% retention rate of the selected resource.

### **3) Technical PMO Service**

#### **Have specific experience of working across a mental health trust –**

Examples include:

3 x technical data cleansing projects with between 5 to 60 people in the team.

4 x training administration projects with between 6 to 15 people in the team

6 x business change administration projects

Numerous project reporting and monitoring projects, usually with 3-4 people managing the project reporting and monitoring function.

The above examples were all part of working with or as part of PMOs.

We have extensive experience of working with numerous patient care systems ranging from RiO, Lorenzo, Medway, Paris, InterSystems Trakcare, Allscripts, Unify and Meditech.

Across our projects we always encourage transparent and collaborative working to ensure successful delivery.

#### **4) Have clear experience of working on the delivery of a new patient care system rollout –**

We have worked across the Northwest of England on the rollout of Trakcare, RiO and Meditech with other healthcare providers providing PMO and training functions to these organisations.

As part of every solution, we ensure there is an agreed way to share knowledge within the core team and across the wider project team to provide knowledge transfer at a project level. We have specific knowledge and expertise in providing a technical PMO function within a clinical environment.

#### **5) Knowledge of how a technical PMO functions within a clinical environment**

This work consisted of a technical PMO which provided the following functions –

- \*A project reporting and monitoring function
- \*A business change administration function
- \*A training administration function
- \*A technical data cleansing function

The project we provided these services for was the rollout of a patient care system within a mental health trust and involved significant interaction with clinical teams across the organisation. We have extensive experience of the above having worked previously with the partner organisation to deliver this service.

#### **6) Extensive experience of delivering a technical PMO function within a RiO systems environment**

The service consisted of a technical PMO function that was responsible for the following outputs –

- \*To manage and produce all documentation related to the governance of the project.
- \*Manage all communication across the project
- \*Ensure Master User Index (MUI) is updated and ensure the MUI has the correct functionality via the data migration team
- \*Oversee the training and business change administration within the project
- \*Provide specific technical support around data cleansing, manually searching and identifying records for errors and correcting where necessary

### **(7) Experience of delivering a technical PMO function within a multi-organisational, multi-site RiO system rollout**

We provided a technical PMO function on a RiO system rollout that was multi-organisational, multi-site where we worked closely with the organisation to ensure delivery and cross-cover functional working within the team. This consisted of expert PMO experience along with the necessary technical knowledge which allowed the team to support areas such as management of the Master User index and a specific data cleansing function.

As part of this function, there was and is a specific emphasis on knowledge transfer from the specialist team to the core substantive team to ensure continuity of services post project delivery.

### **(8) Graphnet**

We have supplied all the specialist resources to build a pilot integrated care system, which is a government initiative across the whole of England. <https://digital.nhs.uk/about-nhs-digital/our-work/transforming-health-and-care-through-technology/integrated-care-domain-d/integrated-care-programme>

This work has been carried out in one of the CSU's in the Greater Manchester area and in 2018/2019, this work will be rolled out across the whole of the Greater Manchester community.

### **(9) CRM System**

A major North West based Mental Health Trust - We are currently involved in the development and delivery of a stable, functional release of a SharePoint based CRM system running on the clients existing SharePoint infrastructure. Our remit is to -

- \*Support the adoption, usage and understanding of the CRM, including full documentation.

- \*Technical Integration for: Public Website, SharePoint, Intranet, SharePoint

- \*Audit Review, Public Website, Define support requirements

- \*Define support requirements