

## SME Procurement Case Study Pro-Forma.

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| <b>Reference No.</b> (to be added by SME Team)   |  |                        |              |   |
| <b>Dept:</b>   | Department of Health   | <b>Contac</b>          | Karl Walters |   |
| <b>Contract Title:</b>   | NHS Supply2Health Web-portal Hosting   |                        |              |   |
| <b>Award Date:</b>   | 2010   | <b>Contract Value:</b> | £115,000     | <b>Spend Category:</b>                      |
| <b>Procurement Route:</b>  | Restricted   |                        |              |   |
| <b>If 'Other' please give details:</b>   |  |                        |              |   |
| <b>PIN used:</b>   | N  | <b>Won by SME:</b>     | Y            | <b>Company Name:</b> IOKO (now KIT Digital) |
| <b>Background</b>  | Please give details of the requirement, any information on how it had previously been delivered, what changes had been made for this procurement exercise and why? E.G. if it was previously a large contract that has now been broken into multiple smaller components. |                        |              |   |
| <p>The NHS Supply2Health portal was launched in the autumn of 2008. As a Microsoft SharePoint web portal, it allows:</p> <ul style="list-style-type: none"> <li>• NHS commissioners to publicise opportunities for the provision of clinical (and social care) services; and</li> <li>• Potential suppliers to view these opportunities</li> </ul> <p>With the increased transparency, the S2H portal also provides an arena for closing the procurement lifecycle by allowing the widespread announcement of contract award.</p> <p>S2H use is mandatory (where an NHS commissioner is the lead Contracting Authority) when procuring Part B clinical services. This distinguishes it from other procurement tools available to NHS commissioners, although it represents one of the many system management tools available to encourage and assist procuring entities' conformance with the requirements of the EU procurement regulations.</p> <p>As an online resource that advertises opportunities to provide Part B clinical services commissioned by the NHS in England, S2H allows commissioners to post quickly and easily, clear information regarding tender opportunities.</p> <p>From a Supplier perspective (with the use of advanced search facilities, filters and automated alerts) S2H gives the opportunity to:</p> <ul style="list-style-type: none"> <li>• Search for opportunities for Part B clinical services announced by NHS service commissioners; and</li> <li>• Find information about NHS contracts awarded for Part B clinical services</li> </ul> <p>This procurement was to seek to identify a suitable Provider that had the following attributes:</p> <ul style="list-style-type: none"> <li>• Ability to provide suitable equipment for hosting the S2H portal with sufficient (expandable, backed-up and data loss protected) storage;</li> <li>• Ability to provide hosting in a facility that is secure;</li> <li>• Access to sufficient bandwidth through an N3 connection;</li> <li>• Ability to monitor and perform general maintenance activity (software &amp; hardware upgrades, data security &amp; reconciliation, security patching, general hardware monitoring and maintenance);</li> <li>• Ability to manage C# modules.</li> </ul> <p>At the time of the procurement, the portal was hosted by the NHS Purchasing and Supply Agency so moving this to a contractor was a new initiative and opportunity for the market.</p> |  |                        |              |   |
| <b>Details</b>   | Please give details of the process itself, noting any key decisions and milestones that took place. Please also give details of the outcome.   |                        |              |   |
| <p>This tender opportunity was advertised in the Official Journal of EU in July 2009 using the restricted process. The restricted process was selected rather than the open due to the potential number of suppliers in the market but the Department welcomed interest from all interested parties. In order to make this decision, the Department undertook some informal market analysis to understand the size of the market, assess market appetite, assess capability for the procurement and also to warm up a range of suppliers.</p> <p>Although the Department was asking for organisations to submit a Pre-Qualification Questionnaire which is often seen as a barrier, the decision was made that it was needed for this procurement due to the requirement and the supply market. In order to make it as straightforward and uncomplicated for the suppliers the documentation was written to be transparent and clear as it could be. Each section included clear instructions of what was required and the assessment process which included scoring and weightings was made transparent.</p>  |  |                        |              |   |

As a result, all the PQQ submissions received were of a high quality and all organisations who had expressed an interest were pre-qualified and thus were taken forward to ITT.

Again, in order to make the process as straight forward as possible for suppliers, the Department ensure that the tender documentation was kept as simple as possible. Importantly, the specification issued was output based, although detailing the technical requirements, it also asked for input from the suppliers to how they were going.

Four submissions were received from the tenderers and these were evaluated by experts within the Department.

The evaluation was undertaken on a range of pre-determined criteria that was published in the tender documentation ensuring all suppliers knew the areas and the preferred bidder was IOKO. Their solution offered the best technical and cost solution.

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| <b>Success Factors</b> | Please provide details of why / how this was a success. Was the procurement run quicker or at less cost than normal? Did the competition result in better VFM than had been delivered before? What benefit is there to SMEs? What lessons can be learnt for use by other depts.? |
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- This procurement was successful for the Department because
- Contract was awarded to a experienced SME who evidenced they had the skills and capacity to undertake the contract
  - Savings were made as the preferred bidder was over £200k less than other bidders
  - The procurement was run to time
  - Documentation issued was simple and the process was transparent.

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| <b>Has this Case Study been subject to any media attention / FOI requests etc?</b> | N |
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| <b>Please provide details</b> |  |
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