

SME Procurement Case Study Pro-Forma.

Reference No. (to be added by SME Team)			
Dept:	Department of Health	Contact:	Rick Webb
Contract Title:	Provision of Occupational Health Services		
Award Date:	June 2010	Contract Value:	Estimated £600,000
Spend Category:			
Procurement Route:	Restricted		
If 'Other' please give details:			
PIN used:	N	Won by SME:	Y
Company Name:	Medigold Health Consultancy		
Background	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 Department of Health's Occupational Health Service contract was due to be renewed from June 2010 run for a period of five years until 31st May 2015.</p> <p>The contract covers occupational health services and risk assessment provision. The OHS provider is also expected to provide a comprehensive range of other pro-active services to promote evidence based employee health & well-being such as lifestyle screening for staff, health promotion campaigns and well-being workshops.</p> <p>Historically, the contract had been carried out by larger occupational health providers mainly due to the size and locations of the Department.</p>			
Details	Please give details of the process itself, noting any key decisions and milestones that took place. Please also give details of the outcome.		
<p>DH decided to contract for Occupational Health services and Employee Assistance Scheme services separately in order to prevent indirectly discriminating against small organisations who have expertise in one or other of these specialisms.</p> <p>Even though this contract fell within Part B services which are not subject to the full EU procurement regime, the project team decided to advertise the requirement in the Official Journal of the EU. The reason for this was to open the requirement up to the wider market and encourage interest from a wider range of occupational health suppliers.</p> <p>The advert was placed in January 2010 inviting organisations to submit an expression of interest. 17 suppliers expressed an interest in this opportunity, both larger occupational health suppliers to smaller occupational health providers. The Department ensured that it was transparent and open during this procurement and actually during the first stage in order to prepare the suppliers, it published the draft evaluation criteria to be used at the tender stage although they were subject the change. The first stage documentation was kept basic, straightforward and the requirement was clearly detailed.</p> <p>6 suppliers were invited to submit a tender following a shortlisting process and of those 6 organisations three submitted a tender. A robust evaluation took place and the preferred bidder was chosen based on their ability to offer the Department the most economic advantageous solution in line with the published criteria. This supplier happened to be a smaller organisation who have evidenced that they had the experience and capacity but importantly that they could provide more proactive occupational health services compared to other suppliers.</p> <p>All suppliers who took part in the process were provided with a de-brief giving them feedback.</p>			
Success Factors	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.?		

The successes from this project are:

- The contract awarded to a SME who had evidenced their experience, capability and expertise throughout the tendering process
- The supplier have helped deliver some of the more proactive OHS services
- A number of high quality bids were received
- Expressions of interests were received from a range of suppliers with occupational health experience
- The procurement delivered to time

Has this Case Study been subject to any media attention / FOI requests etc?	Y/N
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Please provide details	
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