

SME Procurement Case Study Pro-Forma.

Reference No. (to be added by SME Team)			
Dept:	Department of Health	Contact:	Lee Fisher
Contract Title:	NHS Staff Survey Management Service		
Award Date:	23/06/11	Contract Value:	£788,893
Spend Category:	Professional Services		
Procurement Route:	Restricted OJEU		
If 'Other' please give details:			
PIN used:	No	Won by SME:	Yes
Company Name:	Picker Institute Europe		
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.		
The NHS Staff Survey contract was due for re-tender in 2011. The purpose of the contract was to seek a company to advise on, develop and implement the survey management and co-ordination arrangements that will quantify staff experiences and attitudes towards working in the NHS. The survey was to cover all NHS trust providers in England, including Foundation Trusts which all NHS trusts are expected to become or be a part of from 2013/14. When the procurement started, the contract was estimated to be approximately £900,000 in value. The new contract was to be for a period of three years with the option to extend for a further period(s) of up to 2 years. Due to the nature of the project and the outcomes required, it was inappropriate to break the contract down into lots however the project team encouraged proposals and bids from a range of survey providers.			
Details	Please give details of the process itself, noting any key decisions and milestones that took place. Please also give details of the outcome.		
Because of the value of this project, it was tendered via a restricted procurement route which was advertised in the Official Journal of the EU. The reason for this is that the project team, at the time of the planning, understood the market for this type of work was complex and that a number of survey suppliers would be interested in this work therefore decided to have an initial assessment stage in order to limit the number of suppliers taken to tender. Although, there was a pre-qualification stage, the Department made all the documentation very simple, setting out in a transparent way the requirement and also the outputs required so bidders knew what they were expected to do. The Department also ensured that it used the standard government Pre Qualification Questionnaire (PQQ) with only a few additional tailored questions. Throughout the PQQ, the Department made sure that the assessment process and the specific weightings were highlighted so bidders knew which sections were weighted more highly than others. Importantly, the Department did not set out any financial threshold to which the organisations had to meet in order to be shortlisted. As a result of the first stage, ten organisations submitted a PQQ. Following a robust assessment process, the bidders were shortlisted down to four who were invited to tender. All bidders who did not get through to the tender stage were provided with comprehensive feedback on their submissions. The organisations invited to tender were a range of larger organisations and smaller organisations but all had sufficiently evidenced at the first stage that they had the capacity and experience. All four organisations submitted a tender response, all of which were evaluated by the evaluation team. The organisation that was finally selected managed through their tender bid and a presentation to effectively evidence that they could offer the most economically advantageous solution to the Department. In their tender bid, they had clearly evidenced that they not only had the necessary resources and experience in place but they also because of their knowledge and specialist expertise in delivering surveys within the health field they showed they were the best place to deliver this survey to the NHS. The solution also offered financial savings to the Department.			

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.?	
This procurement was successful because: • SME awarded the contract following a competitive tendering process • Preferred bidder evidenced they were the most suitable supplier for delivering the contract due to their specialist and innovative skills • £100k saved against the original budget • The Department of Health policy team welcomed the vast range of bidders in the market and the number of organisations who had expressed an interest in the contract • Good range of experienced organisations submitted expressions of interest • No financial threshold was set for this contract in the PQQ • Procurement ran to time • Contract is being delivered successfully		
Has this Case Study been subject to any media attention / FOI requests etc?		Unknown
Please provide details		