

SME Procurement Case Study Pro-Forma.

Reference No. (to be added by SME Team)			
Dept:	Department of Health	Contact:	Karl Walters
Contract Title:	National Cancer Patient Experience Survey Programme		
Award Date:	2010	Contract Value:	£250,000 PA
Spend Category:			
Procurement Route:	Open		
If 'Other' please give details:			
PIN used:	N	Won by SME:	Y
Company Name:	Quality Health Limited		
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 Cancer Reform Strategy (CRS) set out the commitment to establish a NHS Cancer Patient Experience Survey Programme (CPESP). It stated that a survey should be conducted annually to monitor progress on improving patients' experience of care and that the findings should be used locally to drive quality improvements.</p> <p>Previous surveys had been undertaken however, the Department was concluded that the most appropriate way forward to meet the commitments in the Cancer Reform Strategy would be to put in place a contract for an organisation to undertake the survey on an annual basis.</p> <p>The project team was looking for an organisation who had the following experience and attributes</p> <ul style="list-style-type: none"> • Conducting large-scale (i.e. 5,000 recipients or more) patient experience surveys • Working with NHS. • ISO/IEC 27001:2005. (independent certification to the information security management system standard). <p>The contract would be put in place for five years (subject to funding).</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>The procurement for the National Cancer Patient Experience Survey was undertaken via an Official Journal EU (OJEU) Open procedure meaning all interested suppliers had the ability to submit a tender document. The Department of Health at this time normally used the restricted OJEU procedure but recognised that smaller more specialised organisations that may be better placed to undertake this contract would be interested in a quicker and simpler open procedure.</p> <p>The project team ensured that all the documentation that was issued was transparent, comprehensible and ensured that all suppliers were equally treated. The team also ensured that the process they followed was flexible to meet the needs of the procurement. A clear evaluation process was detailed within the tender documents making it apparent of what the Department was looking for in the preferred bidder and what specific requirements were needed such as information security.</p> <p>The OJEU contract notice was issued on the 9th December 2009. Organisations were invited to download ITT documentation then submit their tenders via the Departments electronic tendering system (BMS). Four organisations responded to the notice and submitted a tender document.</p> <p>The Department, after receiving the bids, then undertook a robust evaluation process. All four suppliers evidenced that they had the capacity and capability to undertake the contract however, the evaluation identified Quality Health Limited as the preferred bidder. They represented the organisation that best satisfies the stated Procurement requirements of cost and quality. They also came in £350k under the next highest scoring bidder.</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 procurement for the National Cancer Patient Experience Survey was successful because

- Contract was awarded to a experienced and capable organisation classed as a SME
- All bids received were of a high quality
- Contract awarded produced significant financial savings
- Use of open procedure was simple and quicker than traditional procedures
- Simple documentation and a clear evaluation structure were issued to suppliers
- The procurement was undertaken to time

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