

The Royal Wolverhampton NHS Trust deploys AWARD® for Pathology Managed Service

The Royal Wolverhampton NHS Trust uses AWARD® to evaluate bidders on a pathology managed service for the new integrated pathology laboratory at New Cross Hospital. The laboratory will house microbiology, haematology, clinical chemistry and histopathology units.

The Customer Profile

Established in 1994, The Royal Wolverhampton NHS Trust is a major acute Trust providing services at New Cross Hospital, West Park Hospital and community services through a network of Health Centres and related establishments in the local community.

The Trust is the largest teaching hospital in the Black Country and one of the largest acute providers in the West Midlands. It has an operating budget of £380 million, 700 beds (including 27 intensive care beds and 14 neonatal intensive care cots) and it employs approximately 7000 staff.

The Trust Board sets itself high standards in clinical care and financial stewardship. It also seeks to deliver an excellent patient and staff experience whilst responding to the health needs of the community it serves.

The Project

The Trust's Pathology service sought to establish a pathology managed service into the new laboratory. With a number of physical, technological and organisational drivers, the Pathology Directorate's key objective was the delivery of a pathology service that is fit for purpose, high quality, effective and efficient.

In order to achieve its goals, The Trust focussed on a number of key deliverables:

- Value for money
- Improved clinical quality
- Improved workflows
- Support for the Trust's strategic direction
- Implementation of an ongoing technology refresh and replacement programme
- Demonstration of improved productivity

Role and Value of Commerce Decisions

One of the key aims for the Royal Wolverhampton NHS Trust's Pathology Service was to make use of modern tried and tested automation technology to significantly increase the bandwidth, flexibility and efficiency of the service. This would establish it as a suitable hub to which other Trust areas could outsource their pathology requirements. Being a critical service, a key concern was choosing a tried and tested solution and provider to minimise disruption and the risk of failure of the new solution during or after commissioning. As such, it was essential that a robust and well-thought out evaluation process was implemented in order to ensure that



preferred bidder was able to show clear evidence of having the successfully delivered similar technology previously.

Commerce Decisions advised on, and supported the development of, the statement of requirement, criteria set and scoring mechanism in order to ensure that deliverability was a key decision driver.

"We chose AWARD® because it provided a means of tightly managing the procurement evaluation process in a transparent way for bidders. This ensured that if bidders identified an issue with the evaluation process, it could be promptly addressed."

Alain Rolli, Head Biomedical Scientist, Clinical Chemistry

The Trust elected to use AWARD® as their evaluation tool to manage the evaluation of bids. AWARD® ensured that the evaluation was carried out in a controlled, robust and objective manner.

Each member of the evaluation panel had a unique login for AWARD® which only allowed them access to the criteria assigned to them to evaluate, and to the relevant bid documentation.

AWARD® allowed the Trust and Clinical Teams to monitor the progress of the assessment in real-time. Once the evaluation phase was completed for a particular assessment area, the evaluation scores were locked down (set to read -only), and a consensus meeting was held to record the 'Authority Decision' score for each of the assessment criteria.

Upon completion of all of the consensus scoring, AWARD® was used to produce the overall scores for each bidder. The rationales provided at the consensus stage were used to provide feedback to the bidders.

Six bidders registered their initial interest and responded to the Pre-Qualification Questionnaire (PQQ). As a result of the evaluation of the PQQ, two bidders were rejected whilst three bidders were invited to tender. An evaluation of the resulting two tender responses resulted in a preferred bidder being selected.

Work began on the facility in September 2011 and is due to be finished in late 2012. Opening is scheduled for early 2013.

David Loughton, chief executive of Royal Wolverhampton Hospitals NHS Trust, said "It's great to see this project taking shape on a daily basis. This is going to be a really important facility and is another significant project in our redevelopment."

"AWARD® was a simple to use system which allowed a complex evaluation process to be simultaneously completed by several people. The system's transparency helped to ensure that the contract was awarded with no challenges to the procurement process."

Alain Rolli, Head Biomedical Scientist, Clinical Chemistry



Artist's impression of the new Pathology Centre

Summary of the benefits of AWARD®

AWARD® delivers a transparent audit trail that underpins the bidder debriefing process and manages challenges to the outcome of the procurement

AWARD® is web-enabled, allowing geographically dispersed users to work when and where they want to. AWARD supports and enhances the project and tender management process

AWARD's powerful document management capability enables easy access to key documents as and when they are needed

AWARD® is a highly flexible tool that allows project managers to fit it to their specific procurement processes

AWARD® supports the competitive dialogue process

AWARD's powerful reporting capabilities allow reports to be generated rapidly and in real time

AWARD® improves the quality of the project outcome and reduces the time taken to run the project

AWARD enhances stakeholder buyin

AWARD® enables a more efficient, effective and better-managed procurement process

AWARD® comes with pre-configured templates which include standardised content (eg. standard PQQ questions, scoring scales, reports)