NHS England EPMA Webinar

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HEALTHCARESOFTWARE**SOLUTIONS**

How to get the best out of system suppliers

Pre procurement

- Be clear what system you are after- fully integrated EPR or best of breed EPMA with integration

- Try to find out about your potential suppliers . Try to see it and use it, it will guide your thinking around the procurement process.

- Don't be afraid to ask suppliers for advice and guidance on the process / and even documentation. They will undoubtedly have seen it all before / and may be able to help you avoid many 'traps'

- Think about which procurement vehicle you are using. An OJEU restricted procurement will take 6 months minimum. Frameworks can take half the time

- Ask yourself if you wish to be seen as a pharmacy or clinically led procurement. There's a big difference and suppliers will choose to engage or not based on the outcome.

- We would rather invest time here than enter a badly thought out procurement.

How to get the best out of system suppliers

The procurement process:

Pre Qualification Questionnaire - PQQ

- The supplier base is small so the PQQ does not need to be a huge exercise. Consider using an Expression of Interest – EOI as a first filter.

- Be very clear at this stage what it is you want. Suppliers will qualify a bid at this stage and may decide not to bid if there is any level of ambiguity especially if they have not engaged with you before hand.

How to get the best out of system suppliers

Invitation to Tender - ITT

- Be realistic- can you consume all that you are asking for
- Consider asking for phases of deployment where the panacea future state is at the end.
- Consider releasing new functionality in phases. Allows time for suppliers to build, if necessary, your bespoke solution.
- Be clear and concise. Try to resist bundling requirements as you are likely to get a bundled response.
- Be careful about making altruistic requirements mandatory. Ie Lab results guiding prescribing rules for instance
- If asking for integrations be sure you include as much detail as possible.
- Deployment time scales are a minimum of six months from contract signature, be realistic- Design, build, test, train, go live takes time.
- Be sure that your evaluation team is multi disciplinary, prescribers, nurses, pharmacists
- Allow enough time for ITT responses. Every question asked needs to be carefully considered and answered because the ITT response normally is contractual
- Don 't ask for information your not going to read and use.

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The procurement process:

Demonstration events

- Try to emulate your future state workflows as much as possible. Don't build unrealistic scenarios

- Don't ask to demo integrations because its just not possible. Ie PAS look ups, Single Sign On , Lab results interaction

- Give plenty of notice. Building demos takes time. 2-3 weeks minimum. If phasing demos then phase release of script accordingly

- On the day allow time. 2 hours is not long enough to walk through 4 detailed scripts. If you chose not to suppress questions during the demo then add at least 50% more time.

- Assume the first supplier on will do a lot of training to a green audience so make allowances for this.

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The procurement process:

Usability assessments and show and tells

- Huge burden on suppliers and many do not score towards the procurement.

- If you are looking to do PR job for your trust, be fair on suppliers time....

- Ensure some structure, group roles as much as possible as differing specialties have different needs

- If scored make sure equal time is spent with all suppliers

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The procurement process:

<u>Price</u>
Make sure you cover all of the components. If you don't the comparison becomes very difficult. Typically you should be asking for:

- EPMA Licence and support
- Deployment full or partial
- Integrations with: PAS, Portals, Pharmacy, Labs, Order comms, E-Dis etc
- Drug Decision Support
- Hardware
- Third Party Software and Support- Database, Operating systems etc
- Hosting
- Help desk with SLA's

Thanks for your time

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