

DON'T MISS A THING.
Are Tenders on Your Radar?

National Procurement Day

Dublin, 16th Feb. 2012

www.een-ireland.ie/tender-success



**Galway
CHAMBER**
I MBUN GNÓ AR SON GNÓ



**Sligo
CHAMBER**
IN BUSINESS FOR BUSINESS



**Waterford
CHAMBER**
IN BUSINESS FOR BUSINESS



Business Support on Your Doorstep



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Overview of HSE Procurement & How to do Business with HSE

SME Access to Public Procurement Conference

John Swords

HSE Procurement

Head of Portfolio & Category Management

HSE Overview Did you Know?

- ⌘ Provides health and personal social services to a population in excess of 4 million people
- ⌘ Employs 109,972 staff largest employer in the state
- ⌘ Annual Budget of 13.456bn – largest public sector budget
- ⌘ Spend on products and services €4.5bn
- ⌘ 52 Acute Hospital
- ⌘ Extensive community services (health centres, community hospitals, homecare)

HSE Overview Did you Know? contd

Any Given Day:

⌘ 586,102 Inpatients

⌘ 733,131 Day Cases

⌘ 3,577,560 Outpatients

⌘ 365,061 Emergency Admissions

⌘ 74,279 Births Activity

What is Procurement?

“Procurement in HSE should be interpreted to include all of the activities involved between the identification of a requirement for goods or services – right through to their acquisition and in some instances their eventual disposal”

Procurement Operating Model

Improved Patient Care

Added Value

Customers

Communications, Customer Relationship,

**Portfolio & Category
Management**

**Logistics & Inventory
Management**

Staff Development & Training

Business Support

Enabling Technology

Suppliers

HSE Procurement Leadership Team

CEO

Director of Commercial & Support Services
Brian Gilroy

Head of Procurement

John Swords
Assistant National Director
Portfolio & Category Management

Julie Ryan
Assistant National Director
**Communications, Training,
Customer Relationship Mgt &
Business Support**

Brian Long
Assistant National Director
Logistics & Inventory Management

Asst Heads of Portfolio & Category Management

Michael Driscoll
Professional Services, ICT, Office

Brendan White
Equipment, Laboratories, Diagnostics

Martin Quinlivan
Medical, Surgical, Pharma

Joe Redmond
Hotel Services, Utilities

Asst Heads of Logistics & Inventory Management

Eddie Hogan
Dublin NE

Francis Mollen
HSE Dublin Mid Leinster

Stephen Lynch
HSE South

Brendan Shovlin
HSE West

Portfolio & Category Management

- ⌘ Traditionally known as “*Contracting*”
- ⌘ Determines the level at which the HSE
 - should manage each category
 - enter the market
- ⌘ Describes how specific categories will be contracted
- ⌘ Objective of the category strategy
 - Determine opportunities in the supply market
 - Level of aggregation
 - Contracting approach
 - Performance requirements, service level requirements and logistics approach
- ⌘ Planned, proactive and continuous engagement with the customer and supplier community

Strategic View

- ⌘ **€4.5 Bn. Contractible Expenditure**
- ⌘ **4 Major Portfolios**
 - **Hotel Services**
 - **Pharma & Medical**
 - **Equipment /Lab &Diagnostics**
 - **Professional/Office/ICT**
- ⌘ **31 Primary Categories and more than 390 Sub Categories**
- ⌘ **Governed by EU procurement rules and HSE Procurement Policy**



Pharma & Medical



- Aids & Appliances
- Surgical
- Orthopaedic
- Renal Dialysis
- Drugs & Medicines
- Vaccines
- Hygiene Contenance
- Ophthalmic
- Cardiology



Equipment, Lab & Diagnostics



- Lab
- Imaging
- Diagnostics
- Medical Equip
- Surgical Equip
- General Plant
- Physics & Bio Med



Professional Services & Office



- Prof Services
- Insurance
- Train & Dev
- Trans & Travel
- ICT
- Office
- Furniture



Hotel Services



- Provisions
- Cleaning
- Rent & Utilities
- Restaurant & Kitchen
- Clothing & Textiles
- Facilities, Prop Maint
- Waste Management



Categories being targeted in 2012

Medical Surgical Pharma

Medical & Surgical Supplies

- Renal
- Cardiology
- Orthopaedics
- Laparoscopic/End mechanics
- Drapes & Surgical Attire & HSSD
- Medical Gloves
- Dental Products
- Medical & Surgical Consumables
- Aids & Appliances Purchase

Drugs & Medicine

- Wound Management
- OPAT - Outpatient Parenteral Antimicrobial Therapy
- Vaccines



Categories being targeted in 2012

Professional Services ICT Office

Transport (Patients)

- 6 new contracts for Patient Transport (Taxi) for all regional areas
- Ambulance Service

Office

- Stationery
- Post
- Printing (Hospital Forms)
- Print Management Services
- Record Storage (Shredding)

Computers (Information, Communication, Telecommunications)

- Wide Area Network (NH2)
- Fixed Landline (Voice & Data)

Professional Services

- Fostering
- Assisted Admissions
- Insurance
- Banking



Categories being targeted in 2012

Hotel Services Utilities

Cleaning & Washing

- Consumables – Washroom, Janitorial Products & Sharp Bins
- Facilities Management – Security, Cleaning & Catering

Food Service

- Local tendering for Ambient, Perishable & Frozen Foods

Facilities, Property Maintenance & Services

- Maintenance & Servicing of fire alarm systems and emergency lighting
- Fire fighting equipment/maintenance
- Domestic Waste
- Pest Control
- Heat, Light & Power

Contenance



Categories being targeted in 2012

Equipment Laboratories

Diagnostics

Laboratory

- Lab reconfiguration strategy – West & South
- Facilities Management – Security, Cleaning & Catering
- Utilise Assisted Sourcing to maximise savings under National Framework Agreements
- Blood collection
- AGAR/PPM (AGAR Pre Poured Meds)
- POCT (Point of Care Testing)
- Reagents/Chemicals/Controls

X-Ray Imaging

- Central Negotiation of all Diagnostic Imaging Service Contracts
- Interventional Radiology

Supplies & Contracts Other Medical Equipment

Vehicle Running Costs

- Tendering for Service & Repair and Battery & Tyres

Health Sector Procurement Policy

- HE Low Value Purchases
- HE Intermediate Value Purchases
- HE High Value Purchases
- HE EU Procurement

Competitive Process

EU Procurement Directives -2004/18/EC

- Framework agreements
- Restricted
- Open
- Competitive dialogue
- eAuctions

Typical Qualifying Process

HE Selection / Qualification Process

- Economic & Financial Standing
- Technical & Professional Ability
- Quality Standards
- References / Sites

How HSE buys.....

- ⌘ Advertise all high value requirements on etenders website – linked to European Union website www.etenders.gov.ie
- ⌘ Typically attracts European / Irish interest depending on Category
- ⌘ Low Value & below threshold – contract local / centralised Purchasing teams (Logistics Service Plan)

Contract Award

☞ Award Process

- Award of Contracts

- Contracting authorities may award contracts based on either
 - Most Economically Advantageous Tender (MEAT)
 - Lowest Price only

☞ Examples of MEAT: (Life cycle model)

- Quality and functional characteristics
- Technical merit & environmental characteristics
- Running costs & cost effectiveness & price
- After sales & technical assistance
- Delivery lead times or completion date

New Entrants

- ⌘ Registration on e-tenders
- ⌘ Completing Tender Documentation
- ⌘ Meeting standards – Industry, Health & Safety, Medical Devices Directives
- ⌘ Understanding HSE's requirements – Terms and Conditions of Contract
- ⌘ Positioning to bid – “after sales” important to end users/clinicians
- ⌘ Training and customer support

How to do Business

- ⌘ Main route for New Business is the E-tenders Website
www.etenders.gov.ie
 - = Register Your Interest by Category
 - = Receive Notification of New Tenders in Category
- ⌘ **HSE Procurement Contact Details for Market / Supply Base Enquiries**
www.hse.ie/eng/about/Procurement/Contactus/
- ⌘ Engage with relevant Portfolio & Category Management and Logistics & Inventory Management

eTenders Public Procurement

The website for Irish public tenders

- [Accessibility](#)
- Home**
- [About Us](#)
- [Notice Search](#)
- [Create Notice](#)
- [Buyer's Pages](#)
- [Supplier's Pages](#)
- [Sign In/Out](#)
- [Guides/Legislation](#)
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- [Site Map](#)
- [Contact Us](#)

[REGISTER HERE](#)

info@etenders.gov.ie
(01) 617 7944

[GAELIGE](#)



welcome to the eTenders procurement website

eTenders has been developed by the Department of Finance and is designed to help you find and publish tender notices on government and public sector procurement across Ireland. Register now as a buyer or supplier and experience the immediate benefits of eTendering and eSourcing.

Our Support Team will guide you through the process of setting up your profile and are available to give advice on various legislation and directives.

Download the [Quickstart Guide](#) to eTenders.

Government Awards

Irish eGovernment Awards Winner
2007



Buyers

Create, edit, publish and manage tender notices in a secure environment, ensuring compliance with EU regulations.



[Create/Publish Notices](#)
[Notice Workspace](#)

Suppliers

Search for high and low value contracts and receive email alerts of new business opportunities in your sector.



[Search for Notices](#)

Things to Consider when Tendering

- ⌘ Is the requirement clear?
 - If not seek clarification in line with communication protocol specified in the Tender Documents
- ⌘ Answer all the questions as fully as possible giving examples and referencing previous relevant experience
- ⌘ Be clear and concise
- ⌘ Follow the requested format and Instructions to Tenderers
- ⌘ Attach all requested documentation and/or sample as requested
- ⌘ Make sure to get your tender in **ON TIME** and to the **CORRECT ADDRESS**

HSE Procurement Message

HSE recognise the valuable contribution of SME's and we want your participation

HSE Procurement Supplier Charter



HSE PROCUREMENT SUPPLIER CHARTER

Our goal is to work in partnership with our Suppliers to ensure that all supply chain activities are managed in line with HSE business principles, values and requirements.

HSE Commits to:

Fair Competition

Applying the highest standards of integrity, fairness, legality, confidentiality & disclosure of interest to all procurement related transactions.

Applying all relevant procurement regulations so that competition is promoted, value for money secured, equal access to

publicly funded contracts is afforded to all taxpaying suppliers & openness & transparency assured.

Prompt Payment

Payment in accordance with the Prompt Payment of Accounts Act 1997 as amended by the European Communities (Late Payment in Commercial Transactions) Regulations 2002.

Social Responsibility

Taking account of relevant environmental & social factors when buying products, services or works.



HSE Expects Suppliers to:

Maintain Security of Supply

Deliver to agreed specification on time & to agreed cost.

Demonstrate a commitment to putting patients first.

Advise HSE promptly regarding any change of delivery or safety issues.

Take a non-adversarial approach to dispute resolution.

Manage deliveries in agreement with HSE staff.

Consistent & Favourable Pricing

Apply consistent, competitive & favourable pricing to all HSE goods & services supplied.

Sales & Marketing Activity

Give advance notice of all sales & marketing activity occurring on HSE sites.

Do not cause or facilitate any publicity regarding sales to HSE without prior HSE consent.

Comply with all Legal Requirements

Adhere to HSE Standard Terms, except where otherwise agreed & treat information obtained from HSE as confidential.

Provide Management Information

Provide on request & in a timely fashion full details of all goods & services supplied across HSE by time, location, quantity & current price, including any products

supplied under Community Schemes which are reimbursed by the Primary Care Reimbursement Service.

Provide on request, a full breakdown of price identifying cost elements, cost drivers, market forces & associated weightings for supplied goods & services.

Act Ethically

Ethically manage all elements of their supply chain including protection of workers pay & conditions, non-use of child labour & environmental responsibility.

Declare any potential conflicts of interest.

Avoid engaging in any activity which might reasonably be interpreted as an attempt to affect the impartiality of HSE employees.

Together we will:

Protect frontline patient services

Deliver quality goods & services on-time & within budget

Reduce cost & eliminate waste through continuous improvement

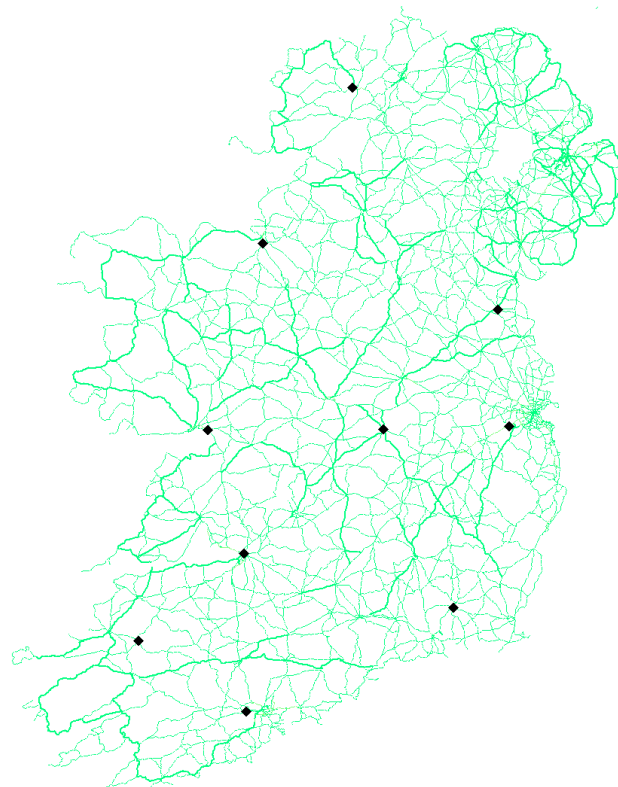
Logistics and Inventory Management

New model for Logistics & Inventory Management within HSE

Comprehensive Review resulted in the following recommendations:

- Increase level of management of stock at point of use (POU)
- Consolidation of fragmented stores infrastructure into a National Distribution Centre distributing to 9 Hubs
- Implementation of appropriate supply channels

NDC & Hubs



Logistics & Inventory Management

“Implementation of the Logistics & Inventory Management review is a positive development lending itself to Logistics & Inventory Management operating in line with leading edge Supply Chain Management”

HSE Website links for further Information

- ⌘ HSE Internet Website link to Procurement available through accessing:
www.hse.ie/eng/about/Procurement
- ⌘ HSE Procurement Supplier Charter
www.hse.ie/eng/about/Procurement/SupplierCharter/
- ⌘ HSE Procurement Contact Details
www.hse.ie/eng/about/Procurement/Contactus/
- ⌘ Main route for New Business is the E-tenders Website
www.etenders.gov.ie

Conclusion

⌘ Thank You for your attention

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