

Document 2

Service specification

For the Supply and Delivery of Medical Consumables and Equipment

Contents

[1. Overview 2](#_Toc210042942)

[1.1. Business need and vision 2](#_Toc210042943)

[1.2. Service outcomes 2](#_Toc210042944)

[1.3. Value for money 3](#_Toc210042945)

[2. Scope 4](#_Toc210042946)

[2.1. Purpose and objectives of service 4](#_Toc210042947)

[2.3. Description of service 4](#_Toc210042948)

[3. Service delivery 5](#_Toc210042949)

[3.1. Service delivery model 5](#_Toc210042950)

[3.2. Delivery processes 5](#_Toc210042951)

[3.3. Operational information 5](#_Toc210042952)

[4. Performance and quality measures 6](#_Toc210042953)

[4.1. Performance and quality standards 6](#_Toc210042954)

[4.2. Performance monitoring and data 6](#_Toc210042955)

# A black background with a black square  AI-generated content may be incorrect.1. Overview

## 1.1. Business need and vision

The Trust covers a geographical area of 3,600 square miles (Brighton & Hove, East Sussex, West Sussex, Kent, Surrey, and North East Hampshire). It is a diverse area which includes densely populated urban areas, sparsely populated rural areas and some of the busiest stretches of motorway in the country.

The Trust has over 4,000 staff currently working across 110 sites in Kent, Surrey North East Hampshire and Sussex. Almost 90 per cent of our workforce is made up of operational staff – those caring for patients either face to face, or over the phone at our emergency dispatch centre where we receive 999 calls. In addition to the 999 service, The Trust delivers the 111 non-emergency service across areas of Kent and Sussex.

The operational delivery arm of the service is delivered from 10 Operating Units spreading across 14 defined areas. Our patients range from the critically ill and injured who need specialist treatment, to those with minor healthcare needs who can be treated at home or in the community.

To deliver this, a core component of the service is the provision of emergency medical consumables and equipment to be available at the point of use in a timely manner.

This document provides the requirements for the Medical Consumables and Equipment supporting the Trust’s operational delivery model.

## 1.2. Service outcomes

The Trust is seeking to commission a provider/supplier who can supply and deliver Medical Consumables and Medical Equipment

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## 1.3. Value for money

As a public sector organisation, it is essential that the ability to demonstrate value for money (VfM) can be realised with regards to all Trust spend.

This specification has been developed with value for money in mind, particularly considering efficiencies and productivity in relation to monetised and non-monetised impacts.

Examples of VfM that the provider is expected to be able to monitor and report on with relation to this contract should include (but not be limited to):

* Workforce functions including:
	+ Recruitment and retention
	+ Staff training and development
	+ Operational abstractions – both planned and unplanned
* Compliance with processes and procedures, including where adherence/non- adherence results in good or sub-standard practice
* Demonstrating consistency across the whole Trust geography in terms of service delivery model and outcomes/outputs delivered, i.e. removing/preventing unwarranted variation

It is recognised that the majority of the above VfM measures will be assessed as a retrospective review of provider performance undertaken by the provider and reported to the Trust.

# A black background with a black square  AI-generated content may be incorrect.2. Scope

## 2.1. Purpose and objectives of service

The Trust manages medical consumables through its Logistics Team which oversees the distribution, storage, of medical consumables and maintenance, and servicing of all medical devices and equipment used for patient care across its region of Kent, Surrey, and Sussex. the Trust’s requires deliveries to its two logistic sites, for internal storage and distribution across its sites to replenish stocks as required. Other Trusts using this contract will advise delivery requirements at the time of engagement or order.

SECAmb along with the Southern Ambulance Services Collaboration (SASC) will be part of this opportunity where there are like for like products being purchased. We are therefore requesting volume discounts to account for other trusts purchasing.

This requirement is being advertised alongside the East of England Central Procurement Hub's Emergency Medical Consumables and Equipment Framework for those suppliers awarded to all Lots. The reason for two tenders, is there are more suppliers in the market than those awarded to the framework.

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## 2.3. Description of service

SECAmb are seeking proposals from bidders that can provide like for like products and equipment. Alternatives are not acceptable at this time.

For a full list of products currently used by all Trusts, please see the Pricing Schedule for both Medical Consumables and Medical Equipment

# A black background with a black square  AI-generated content may be incorrect.3. Service delivery

## 3.1. Service delivery model

To have a maximum of 3 suppliers, ranked in price order, per product to be able to meet supply and demand.

## 3.2. Delivery processes

The logistics team is based across two sites: Paddock Wood in Kent and Telford Place in Crawley, West Sussex. Deliveries will be made to either of the sites, to ensure that all medical consumables are stored and distributed appropriately to meet patient care needs.

Each Purchase Order will identify the products required and which address the items are to be delivered to.

## 3.3. Operational information

SECAmb manages medical consumables through its Logistics Team which oversees the distribution, storage, of medical consumables and maintenance, and servicing of all medical devices and equipment used for patient care across its region of Kent, Surrey, and Sussex.

Suppliers will be required to supply and deliver the ordered products within 5 days of receipt of order. Bidders must highlight where this differs from the expected timeframe

3.4. Social Value

South East Coast Ambulance Service NHS Foundation Trust, we have set ourselves an ambitious target to reduce our carbon emissions by 80 per cent over the next decade and to become net zero by 2040. Within your proposal, please identify what Social Value you can offer to fulfil our carbon emmissions target.

# A black background with a black square  AI-generated content may be incorrect.4. Performance and quality measures

Please also refer to section 8 in the NHS Terms & Conditions for the provision of services (contract version)

## 4.1. Performance and quality standards

Key performance indicators have been set and are aligned to specific parts of the specification. Each indicator has a description, measure, standard and consequence.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Ref | SLS | KPI | Target | Purpose | Method of measurement | Timing of application |
| 1 | Enquiries  | The trust’ order will be acknowledge by email – order received  | 98% | To ensure that the Provider has a sufficient customer service that can manage the Trusts requirements  | Monthly Reporting | Monthly  |
| 2 | Deliveries  | Deliveries will be timely and the trust is kept up to date with the delivery date  | 98% | Communication on the delivery status | Monthly Reporting  | Monthly  |
| 3 | Condition of Goods  | Goods are received in manfacturer condition when issued  | 99% | Trusts must received goods in a condition that can be used effectively  | Logitics team reporting  | Monthly  |
| 4 | Experation of goods  | Goods are delivered with a substacial life span particuly on consumables  | 98% |  | Logitics team reporting | Monthly  |
| 5 | Orders processed  |  | 99% |  | Monthly Reporting  | Monthly  |

4.2. Performance monitoring and data

It is the responsibility of the provider to deliver the service against this specification in a way that achieves a satisfactory performance against all the KPIs. The provider is also expected to collect, collate, and report on appropriate data to support these requirements.

It is the responsibility of both parties to monitor the daily delivery and performance of the service. This will be done as follows:

Contract management and formal escalations will occur via a structured monthly meeting with key parties from within each organisation. The agenda will include standard aspects for review in terms of the service delivery against specification and performance metrics. The meetings will be minuted by the Trust with action logs and other documentation produced in a timely manner.