**Supplier Boot Camp Report:**

**Vaccines and Other Medicines (VOM) and Pandemic Specific Vaccines (PSV) Storage and Distribution**

**Project Name: VOM & PSV**

**Procurement Ref: 17\_05\_06**

**2nd January 2018**

**Document purpose**

The purpose of this document is to:

* Document and publicise the outcomes of the Supplier Boot Camp for VOM & PSV Services;
* Provide a public record of the outcomes of the Supplier Boot Camp;
* Ensure compliance with EU and UK procurement legislation.

Contents

[1. Executive Summary 4](#_Toc475956600)

[2. Presentation: Summary 8](#_Toc475956601)

[3. Individual Supplier Meetings: Summary 9](#_Toc475956602)

[4. Individual Supplier Meetings: NHSBSA Questions and response themes 10](#_Toc475956603)

[5. Individual Supplier Meetings: Supplier Questions themes and NHSBSA Answers 14](#_Toc475956604)

[Appendix 1 - Pre Tender Market Engagement Documents 15](#_Toc475956605)

[Appendix 2 - Supplier Boot Camp Presentation Slides 16](#_Toc475956606)

# Executive Summary

This Supplier Boot Camp Report for the Vaccines and Other Medicines (VOM) & Pandemic Specific Vaccines (PSV) Chilled Storage and Distribution re-procurement is readily available to all interested parties.

The Supplier Boot Camp has delivered invaluable feedback to the NHS Business Services Authority (‘NHSBSA’) and the wider stakeholders to support its on-going work to develop the tender documents for this contract opportunity. The level of supplier engagement and participation in the process has been welcomed and is much appreciated.

**Background: General**

The VOM & PSV programs are managed and executed through the NHS Business Services Authority on behalf of Public Health England, NHS England and the Department of Health.

The NHSBSA is preparing to go to market for one contract for VOM & PSV chilled storage and distribution services. The VOM & PSV services are currently delivered by Movianto and the contract is due to expire on the 31st March 2019

**Background: Boot camp**

The opportunity to participate in the Supplier Boot Camp was made publicly available through the publication of a PIN notice[[1]](#footnote-1) and Corrigendum[[2]](#footnote-2) in the Official Journal of the European Union and the opportunity was also published on Contracts Finder[[3]](#footnote-3). The purpose of these notifications being to initiate pre-tender market engagement for this contract opportunity.

During the week commencing 27th November 2017, the NHSBSA, and other members of the Project Team, presented to and met with a cross-section of the market via a Webinar and one to one conference call sessions.

Meeting with a cross-section of the market ensured the pre-tender market engagement was carried out in a fair and transparent manner, to build the profile of the programme and its credibility with the market place.

Interested parties registered to attend a Webinar and were offered individual supplier meetings with the NHSBSA and members of the Project Team.

A presentation was delivered by the NHSBSA and members of the Project Team to all registered suppliers on the morning of 28th November 2017and this was then followed by individual supplier meetings.

14 suppliers responded to the PIN notice on Bravo. 7 suppliers registered to attend the Webinar, of which 5 suppliers requested an individual supplier meeting.

The suppliers were as follows:



All 1-2-1 meetings lasted for a maximum of 45 minutes.

Each 1-2-1 meeting was structured around both parties asking questions. Suppliers were given an opportunity to raise any questions they had. The NHSBSA had a list of 12 set questions which were asked and answered firstly, following which the supplier’s questions were raised.

**Outcomes**

The key outputs of this report are to:

* act as a public record of the Supplier Boot Camp;
* document for all interested parties the output of the Supplier Boot Camp identifying the key findings, themes and principles;
* for the NHSBSA and wider Project Team to use the findings of the Supplier Boot Camp to assist in the development of the:
  + Business requirements and specifications;
  + The VOM & PSV contract based on the Government Legal Services Model Services Agreement (GLSMSA);
  + Selection and Award Criteria for the procurement process.

**Report Content**

This report contains the following:

* Part 2 - Commentary on the presentation delivered by the NHSBSA (copies of the presentation slides can be found at Appendix 2 of this report);
* Part 3 - Commentary of the individual supplier meetings; and
* Part 4 - The 12 pre-set questions and a summary of Supplier responses to these.
* Part 5 – Summary of the questions and themes posed to the NHSBSA by the Suppliers and the NHSBSA responses.

**Next Steps**

In terms of next steps, the NHSBSA has set out the following indicative, non-binding timetable for the procurement process (please note that this may be subject to change):

|  |  |
| --- | --- |
| **Activity Milestone** | **Indicative Date** |
| 1. Publication of the Supplier Boot Camp Outcomes (this report) | 3rd January 2018 |
| 2. Issue of the Contract Notice in the OJEU | 3rd January 2018 |
| 3. Selection Questionnaire Submission Deadline | 5th February 2018 |
| 4. Invitation to Tender issued to shortlisted bidders | 23rd February 2018 |
| 5. Evaluations and approvals | April – May 2018 |
| 6. Anticipated contract award subject to approvals | May 2018 |

The NHSBSA does not commit (through the answers given or otherwise) to any particular scope of services for the VOM & PSV Chilled Storage and Distribution contract requirements, does not commit to any timescales, and may delay the start of any procurement process, or suspend, amend or terminate any procurement process that is started, and is not committing to awarding a contract.

The NHSBSA gives no warranty on the information presented within this document or related documents.

The NHSBSA will not be liable for any costs, expenditure, work or effort incurred by a supplier in proceeding with or participating in the Supplier Boot Camp, any other pre-procurement market engagement or any procurement process, including if any such procurement process is delayed, suspended, amended or terminated by the NHSBSA.

# Presentation: Summary

The Supplier Boot Camp opened with a presentation delivered by 5 members of the project team;

| **Attendee** | **Org** | **Role** |
| --- | --- | --- |
| Karen Doncaster | NHSBSA, Strategic Sourcing | Senior Strategic Sourcing Manager |
| Angela Nixon-Moore | NHSBSA, Strategic Sourcing | Strategic Sourcing Manager |
| James Turpin | NHSBSA Supplier Management | DH Services Senior Contract Manager |
| Dr Karen Powell | Public Health England | Head of Vaccine Operations |
| Michael Kerr | Public Health England | Vaccines Procurement & Supply Lead |
| Tim Rickeard | Infomax | ImmForm Technical Service Delivery Manager |
| Alan Russell | Department of Health | Senior Principal Pharmacist and Associate Commercial Specialist |
| Philip Keel | Public Health England | Vaccine Procurement Manager |

The presentation was based on the slides set out in Appendix 3 of this Report. The topics highlighted by the NHSBSA during the course of the presentation are outlined below.

The NHSBSA explained that the purpose of the Supplier Boot Camp was to:

* Provide the market with an overview of the NHSBSA and its client PHE’s model / requirements for the VOM & PSV service;
* Provide an opportunity for suppliers to ask members of the NHSBSA and PHE’s project team questions on the outline requirements and procurement approach;
* Inform the NHSBSA thinking and procurement approach through supplier feedback.

The key messages the NHSBSA gave to the market through the Supplier Boot Camp are set out below:

* Overview of the two Government Programmes – VOM & PSV , synergies between the two programmes, size and scope;
* Current and Future state delivery models;
* IT Systems and Integration – how this service fits into the bigger picture;
* Rationale, timelines for the procurement process and transition / mobilisation.

The first part of the presentation focused on the Supplier Boot Camp objectives and the purpose of the 121 sessions with the NHSBSA and Project Team.

This was followed by a high level overview of the UK’s immunisation programme and pandemic specific vaccine plans.

The final part of the presentation focused on the procurement approach, this covered;

* the expected OJEU procedure to be used (Restricted Procedure);
* collaboration / contract management approach;
* the procurement timeline and the use of the Bravo Solutions e-tendering web portal.

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# Individual Supplier Meetings: Summary

Individual Supplier Meetings with the NHSBSA and Project Team took place with those suppliers which requested meetings following the completion of the NHSBSA presentation. Five individual 121 supplier meetings took place on the 28th November 2017 following the presentation.

Each meeting was structured around both parties asking questions.

The NHSBSA and wider Project Team had internally pre-agreed a set of questions for suppliers, and both the questions and key messages are set out in part 4 of this report.

Individual supplier sessions were structured as follows:

* Duration: 45 minutes
* As indicated in the Supplier Boot Camp Information (appendix 1) sent to suppliers attending the Supplier notes were taken from each individual supplier session by the NHSBSA, and the key messages are included in this report to be shared with all interested parties.

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# 4. Individual Supplier Meetings: NHSBSA Questions and response themes

The NHSBSA posed 12 questions to each of the suppliers who attended individual meetings. Each of the questions and the insight provided by the answers can be found below:

|  |  |  |
| --- | --- | --- |
|  | **NHSBSA Question** | **Supplier Answers (Themes)** |
| 1 | Following the presentation what are your initial thoughts on how you would deliver the services outlined and how would you deliver any innovation/efficiencies? | * Good to understand the requirements of the service. * Volumes are high - further details would be required. * Are the requirements for a ‘one-stop shop’?   BSA: confirmed because of the solution requirements there was a need for one service.   * Consider the impact of Brexit. * Temperature network for chilled and ambient goods is available. * Elements such as Transport may be sub-contracted, need more information to ensure the model would meet the requirements. * Understand that the solution needs to be responsive to change and if a pandemic occurs the childhood vaccines services needs to keep running. |
| 2 | Given we are looking for scalability (ability to flex up and down) and flexibility (location of sites and ability to change services) what do you see as being the biggest challenges in achieving this and managing this?  How would you propose to maintain response times during peak fleet times? | * Would need details of the childhood vaccine storage capacity requirement   BSA: confirmed more details would be issued in a data pack during the procurement process   * Would need a better vision / clearer understanding of the storage requirements – cross docking or stock piling?   BSA: confirmed there may be a slight stock build before each campaign but would expect cross docking.   * Need to understand the procurement timeline to ensure requirements can be met. * May need to invest in infrastructure. |
| 3 | In your experience when bidding for contracts of this nature is there anything that has created an issue or barrier during the procurement process, and what are the key risks?  For examples:   * Transition and implementation of the product/solution from the incumbent * Timescales (overall to the project and against any key milestones) * Data migration from the existing systems to your proposed product * Highlighting any dependencies on your delivery from the NHSBSA (i.e. where the NHSBSA will be required to complete an action to allow you to deliver the services, e.g. firewall permissions.) * Running of the contract   What dependencies do you envisage you would have upon NHSBSA/Incumbent? | * Large volume of chilled storage * Resilience would need to be built into the solution * PSV – would want details on the storage required e.g. number of potential vials, if no space is reserved for a pandemic. * Query how the commercial model will work – logistics companies will fill their warehouses and may not have the capacity to have warehouse space empty in the event of a pandemic. * Question re returns of vaccines?   BSA: view as 1 trip, unless there was an error. If the product has left their control would not expect to take the product back, unless it was a rare medicine e.g anti-venom. If there were any returns they would generally be destroyed and not put back into stock.   * Where is the product manufactured?   BSA: Current solution is UK manufacture for the flu vaccine. K. Take the product once fully released or the UK. |
| 4 | Are you able to give us examples of where your business has similar operations to the requirements outlined?  Covering areas like:   * Technical requirements (MHRA, Chilled Warehouse and Transport) * Volume requirements (number of deliveries per day/week currently undertaken) * Scale requirements (geographical capability including NI, Scotland and Wales etc) | * Examples provided of similar operations |
| 5 | How would you utilize your current IT systems to delivery this service?  For Examples:   * Would you use existing systems or develop install new systems? * What systems would you are proposing to use? * How would this look and be structured? | * General response that there would be no issues with a Warehouse Management System (WMS) integrating with Immform. * Transport Management Systems with real time tracking would be used. * WMS, TMS & GPS system integration can provide real time temperature tracking if required |
| 6 | What testing across any aspect of the service / solution would be carried out ahead of going live? | * Standard Operating Procedures would be developed. * May need to be investment to increase the fleet but this would be managed through project management methodology. * Would undertake dry runs to assure solution. * Standalone test environment – look at flow between systems. * Show and Tell, working in partnership, parallel running, collaborative relationship. |
| 7 | With reference to the Pandemic Specific Vaccine requirement:   * Are you able to provide this surge capacity within your existing business infrastructure and systems? * How would you propose to deliver this increased volume requirement? | BSA: pandemic is different to seasonal vaccine supply. Via a single manufacturer. |
| 8 | Following the Supplier Boot camp (webex) do you have any feedback in respect of the commercial model and the selection of the contract terms and conditions? | * Contract duration (5yrs + 2 possible 1yr extensions) was considered appropriate. Any shorter duration could impact on the commercial viability and be reflected in the prices. * Open book approach with rate card is the best approach for a contract of this nature. |
| 9 | Please identity whether you would need to sub-contract any aspect of the contract (Transport, storage, warehousing, systems, and delivery). | * Elements may be sub-contracted |
| 10 | What are your initial thoughts on meeting the proposed response times for Rapid Deployment (5 hour to any location) and how are these achievable through your existing infrastructure? | * How much emergency stock is there across the whole Country – packs or pallets of products?   BSA: referring to packs and it would be a rare event.   * 5hr delivery timescales – is this from order pick?   BSA: 5hrs is from the point at which the request is made to the Supplier. |
| 11 | Do you currently have any sites that meet the requirements of the Medicines and Healthcare products Regulatory Agency (MHRA) and how could you have this in place for the commencement of the contract? | * MHRA sites are available, this requirement was not raised as an issue |
| 12 | Have you got everything that you need from us to be able to make a bid / no bid decision? | * What degree of seasonality is there?   NOTE: BSA confirmed it is more of a steady volume, for most vaccines. There may also be a slight peak in demand for some vaccines e.g. pre-school booster and the current HPV vaccine programme.   * Would a split award be considered for warehouse and transport as separate?   BSA: The requirement is for one contractual relationship, but there could be areas sub-contracted.   * Northern Ireland volumes – the current stock holding is circa 120 – 130 pallets   BSA: small requirement.   * More information would be required at the next stage to ensure the right model was proposed. * Why is this PTME and procurement being carried out?   BSA: PTME is to help understand the market, what is offer and to challenge the thinking. The procurement is to replace the current agreement, which ends at the end of March 2019.   * Are there any issues with the current Supplier?   BSA: NO, there are no current service issues. As a Public Body we are governed by the Public Contract Regulations and there is a requirement to compete this contract.   * Is there any information available on pallet dimensions?   BSA: Yes, a data pack is being pulled together and will be issued as part of the procurement process. However, can confirm that the majority is on euro pallets.   * Is the volume of 5-7k pallets an average or could it be higher?   BSA: This is an average volume; try to keep to 4-6 month’s worth of vaccines. Further details on volumes will be provided in the data pack. |

# 5. Individual Supplier Meetings: Supplier Questions themes and NHSBSA Answers

During the individual supplier meetings suppliers were given opportunity to ask NHSBSA questions relating to the presentation delivered and the Managed Infrastructure Services and procurement. The table below summarises the themes that arose and the NHSBSA answer:

|  |  |
| --- | --- |
| **Supplier Questions (Themes)** | **NHSBSA Answer** |
| **Scalability / capacity** | |
| Volume – details of the storage volumes | 5 – 7k are an average volume, further details will be provided in a data pack as part of the procurement process. |
| Sub-contracting | Areas can be sub-contracted |
| Split contract (warehousing and transportation) | Requirement is for a single contract due to the nature of the requirements, however as stated above areas could be sub-contracted. |
|  |  |
| **Commercial Model and contract** | |
| Contract Duration | 5years plus 2 possible 1 year extensions. Extension period would be automatic based on Key Performance Indicators being achieved. |
| Open book with fixed rate card | This is the preferred commercial model |
|  |  |
| **Other** | |
| PSV storage | Need to ensure vfm and don’t want to pay a retainer for something that may not occur. |
|  |  |

# Appendix 1 - Pre Tender Market Engagement Documents

Please see below the embedded document which was provided to suppliers which registered an interest in taking part in the pre-tender market engagement (double click to open).



# Appendix 2 - Supplier Boot Camp Presentation Slides

Please see below the embedded Supplier Boot Camp Presentation slides from the 14th December 2016 (double click to open).



**Document Ends**

1. http://ted.europa.eu/TED/notice/udl?uri=TED:NOTICE:440435-2017:TEXT:EN:HTML [↑](#footnote-ref-1)
2. http://ted.europa.eu/udl?uri=TED:NOTICE:471444-2017:TEXT:EN:HTML [↑](#footnote-ref-2)
3. https://www.contractsfinder.service.gov.uk/Notice/d5a1bb35-d7b9-4da3-8b0d-6b3d23d87dd0?p=@jJNT08=UFQxUlRRPT0=N [↑](#footnote-ref-3)