PACS & RIS Procurement
- a supplier’s perspective

Bob Childe, Philips Healthcare
6th November 2012
A Suppliers view - replacement of the National Program

- Become a best-in-class Clinical Informatics software and solutions business to build promoters
- Enable and motivate our Healthcare Informatics solution teams to regularly sell, implement and support large scale project IT solutions
- Build an enviable reputation based on recognition by our customers as passionately professional and trusted advisors who provide projects and services that deliver true value
- Simplify clinician workflow, improve financial outcomes, and help improve and save lives

Be the No. 1 Company in England

M.D.
What do all supplier’s want

The opportunity to be seen
Bid Management Process
What Procurement will you choose (Approx. 9 to 12 Months)

- Market Sounding Activity
  - Customer Meetings
  - On Site Demo’s
  - Hosted Events

- OJEU Advert or Supply Chain:
  - No more contact with Customer
  - Need to apply, advertised for 40 days
  - Company Financials, Installed Base, Sub-Contractor’s, Ability to deliver, Track record, reference sites and customer references
  - Based on Lots PACS/RIS/VNA/Hosting etc,

- Demonstration / OBS
  - Like for Like for all companies (Trust spec.)
  - Normally shortlist of 8 to 10 companies i.e a week of demo’s (3 hour’s per company set scoring sheet)
  - Based on Lots (same time even if in one or all)
  - Pricing proposal for Business case (not scored)

- Competitive Dialogue:
  - Shortlist of three companies normally per lot
  - Solution design around OBS and non compliance’s from OBS
  - BAFO
  - Draft Terms & Conditions

- Preferred Bidder:
  - Final Agreement on requirements and solution options
  - Contract finalized & schedules completed
  - Purchase Orders raised
  - Contract award
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Who should be involved from the start:

- Radiologist
- Clinicians
- Procurement
- Admin staff
- Radiographers
- IT
- Finance

ALL OF THEM

Information overload, presenting relevant patient data
Real-time access to data and images, from anywhere
Doing more with less, using intelligent applications to streamline workflow
Lower costs, higher quality care
Which Payment Model will you choose?
Managed Service v Capital

**Service Delivery Model**
- All server side software upgrades; Supplier responsible for hardware monitoring and maintenance
- Maintenance for term of contract
- Proactive 7x24x365 system monitoring and *live* technical support
- Online, on-site and HQ based training
- Unlimited number of user licenses
- Software loaded onto unlimited number of workstations
- All on-site spinning disk storage
- Automated off-site disaster recovery service
- Volume based pricing
- Change Control

*Payments fixed and made quarterly*

**Capital Purchase Model**
- Limited server side software upgrades; customer responsible for hardware
- Additional annual maintenance fee
- Customer responsible for some hardware and software maintenance
- Additional fee for online/on-site training
- Restricted pricing based on seat licenses
- Restricted workstation licenses
- Limited online storage, long term on archive
- Customer responsible for off-site disaster recovery strategy
- May charge for future requirements

*Payment at start of contract*
# Risk Register

**RISK REGISTER**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Risk Category</th>
<th>Timing</th>
<th>Dependencies / Triggers</th>
<th>Prob. Impact</th>
<th>Full Impact (Min case)</th>
<th>Full Impact (Mid case)</th>
<th>Full Impact (Max case)</th>
<th>Probability (Min case)</th>
<th>Probability (Mid case)</th>
<th>Probability (Max case)</th>
<th>Impact (Weighted)</th>
<th>Mitigation Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Due Diligence</td>
<td>Info supplied to date not accurate or complete</td>
<td>Commercial</td>
<td>Phase</td>
<td>Information Received</td>
<td>M</td>
<td>L</td>
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<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Data Centre Items not supplied by Philips</td>
<td>not ready or meeting stated requirement</td>
<td>SLA</td>
<td>Project</td>
<td>3rd Party</td>
<td>L</td>
<td>L</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Solution Design</td>
<td>Solution design meets requirements</td>
<td>Comm/SlA</td>
<td>Project</td>
<td>Philips</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>IT Infrastructure</td>
<td>network availability &amp; performance</td>
<td>SLA</td>
<td>Project</td>
<td>Trust</td>
<td>L</td>
<td>L</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Performance Penalties</td>
<td>Schedule of contract</td>
<td>SLA</td>
<td>Project</td>
<td>Philips/Trust</td>
<td>L</td>
<td>L</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
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</tr>
</tbody>
</table>
Not everything available in One basket
Integration is key - API*

<table>
<thead>
<tr>
<th>Category</th>
<th>Vendor Available Integrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Applications</td>
<td></td>
</tr>
<tr>
<td>Decision Support</td>
<td></td>
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<tr>
<td>Dictation and reporting</td>
<td></td>
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<tr>
<td>Speech Recognition</td>
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<tr>
<td>Workflow enhancement</td>
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<tr>
<td>Document Management</td>
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<tr>
<td>Search</td>
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<tr>
<td>Teaching Files</td>
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<tr>
<td>Enterprise Systems</td>
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<tr>
<td>Burners &amp; Label Printers</td>
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<tr>
<td>Orthopaedic Templating</td>
<td></td>
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<tr>
<td>CAD</td>
<td></td>
</tr>
</tbody>
</table>

*A standardized external interface requiring third party validation

Bob Childe, Philips Healthcare, 6th November 2012
What do we need to consider?

Bid/ No Bid

- Who’s included
- Do we have a relationship with the customers (It’s a partnership)
- What’s driving the procurement
- Procurement and delivery resources
- Value of business / bid budget
- What terms & conditions will be used MCON/SYSCON etc.,?
- Timetable of procurement & delivery timescales
- Financial Model – Capital or Managed Service (for forecasting)
- Services to be offered / partners required
- OBS / Solution
- Testing & SLA’s
- Go Live
Philips Partnership Agreement
17 Year Managed Service – St. George’s Hospital NHS Trust

Who / where
- St George’s Hospital, Tooting, London
- Radiology Integrated PACS/RIS system with CR (2012 to 2020)
- SWL Breast Screening NBSS integrated to IntelliSpace PACS (2011 to 2020)
- Period: 2003 – 2020, £20M

Customer Challenges
- Upgrade of existing RIS & PACS system to IntelliSpace
- Expansion of Trust and exam numbers adding Breast Screening

Philips Solution
- PACS / RIS solution on fee per study model
- Planned hardware/software updates included
- Performance based SLA’s

Why Philips
- Proven track record for service delivery
- Flexible approach to Projects
- Recognised healthcare company and strong relationship
**1st National Programme Replacement Award**

PACS, RIS and VNA contract for Surrey and Sussex

- Five-year contract for six NHS trusts
- Includes:
  - Central data centre, which allows images to be shared between trusts
  - State-of-the-art equipment
  - Full functionality
  - Collaboration tools

**Requirements**

- Keep radiology services running during the transition
- Allows outside clinicians to view images for second opinions
- Images viewed either via a web browser or secure URL link
- Plus working to identify and plan realisation of future benefits:
  - A shared radiology on-call service
  - A shared radiology booking service

“Looking ahead to ‘Any Qualified Provider’, the NHS needs to be competitive and the best way is to be collaborative”

Confidential  Bob Childe, Philips Healthcare, 6th November 2012
Please remember

For you and us.