

Transformation Case Study

North West London Procurement Services



Project Requirements

NHS North West London Procurement Services (NWLPS) were seeking assistance to deliver a high priority transformation project as part of their 'Stronger Together' programme for the North West London Integrated Care System (NWL ICS).

The Stronger Together transformation programme aimed to create one centralised procurement function across eight NHS Trusts and one ICB, bringing together £6.4bn of total expenditure to be proactively managed under one Shared Procurement Service, called North West London Procurement Services (NWLPS).

To successfully instigate and deliver such a large, complex and unprecedented transformation programme within the NHS, NWLPS conducted an internal assessment led by Lee Jackson, Managing Director, looking at hard factors such as structure, service catalogues, governance, digital capabilities and processes. Also reviewing current performance in areas such as value delivery, supply chain management and sustainability using a design thinking approach to creatively problem solve, understand stakeholders, and challenge assumptions.

This project was a pivotal moment for the NHS in accelerating the development of the NWLPS Cost Improvement Program, ultimately saving millions of pounds and driving greater operations efficiencies.

How Constellia Helped

Via Constellia's Neutral Vendor solution, Constellia initiated an accelerated mini competition, completing the process within three weeks. In this timeframe, Constellia longlisted suppliers within their marketplace and shortlisted this down to three suppliers. The top scoring three bidders were invited to presentations and the successful service provider was based on the "Most Economically Advantageous Tender."

"Thanks to Constellia's comprehensive support and expertise in services procurement, we were not only able to find the right supplier quickly, but also able to deliver and implement this transformation programme successfully and on time."

Managing Director, NWLPS



Multi-Award Winning Transformation Project

As a level 3 service, Constellia provided the following comprehensive support to ensure a successful project transition:

- **Bidder Coaching:** Ensured the submission of high-quality bids, facilitating one-to-one bidder briefings to clarify specific requirements.
- **Bidder Presentations:** Chaired bidder presentations so that bidders could communicate further bid responses, allowing the client to ask any clarification questions.
- **Terms and Conditions Review:** Review and negotiate terms and conditions and Statement of Works, to ensure complex project requirements on a high-risk project could be robustly managed.
- **In-Contract Delivery Assurance:** Provided ongoing delivery assurance to address and rectify issues promptly, ensuring the project delivery adhered to stringent deadlines.

Impact

Whilst ensuring an efficient and effective sourcing process was completed prior to award, Constellia's role ensured the smooth delivery of the contract, and the project was kept to a strict deadline. For this complex project, one of the key requirements from the client was to secure value for money on a significant budget. By facilitating this project, Constellia's efforts resulted in identifying a supplier that not only met evaluation requirements but also offered a **cost-saving advantage of 27%** compared to other bids.

About NWLPS

NWLPS is a multi-award winning, single shared service for nine NHS partner organisations across North West London. Their service enables partner organisations to increase efficiency, deliver more from supply partners and improve the overall service experience for stakeholders, staff, and patients.

Since the 'Stronger Together' programme, NWLPS has won multiple procurement awards for this transformation project, such as the **NHS Procurement Transformation** award at the Excellence in Supply Awards, and high commendations at the prestigious CIPS Excellence in Procurement Awards and UK National GO Awards. This marks a significant milestone in their journey of progress and continuous improvement for the NHS.

About Constellia

Established in 2007, Constellia is a leading Neutral Vendor Managed Service Provider in the UK. We manage over £200 million of spend across 130+ public and private sector organisations. We are also the UK's only Neutral Vendor to enable public sector clients access to the procurement of Goods, Works, Services and Technology.

We provide public sector clients the flexibility and choice to buy through one simple route quickly and compliantly, helping drive efficiencies and savings.

Find Out More

Speak to the Constellia team today to find out how we can help you to deliver your transformation projects with quality and trusted suppliers, via info@constellia.com or call us on **0330 320 8020**.