



# Supply Chain Innovation & Efficiency Improvement

## Bed Procurement for the Voluntary Welfare Organisations (Nursing Homes)

Main Author: Bibiana Lim

Co-Authors: Poh Siew Tin, Dawn Chong

Singapore Health Services, Group Procurement Office



In response to Agency For Integrated Care's request (AIC) in November 2011 to bulk purchase 669 beds for 3 relocating nursing homes (NHs) by February 2013 to meet the opening date.

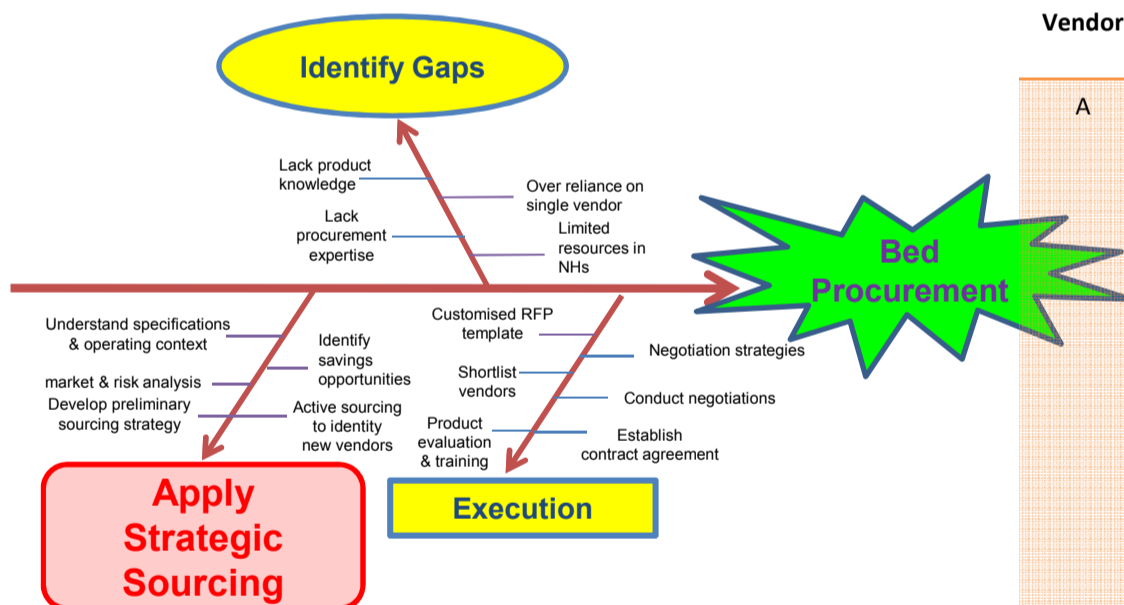
### AIM

Streamline the procurement process for acquiring the beds for the nursing homes.

Explore value add initiatives to reduce administrative works for the nursing homes.

### METHODOLOGY

Our Approach  
Strategic Sourcing Process



### RESULT

Prior to this, the NHs had no experience in large-scale equipment procurement.

- ❖ The term contract was extended to the 27 nursing homes under the Shared Procurement Programme by AIC.
- ❖ The contract included free preventive maintenance of beds for 2 years.
- ❖ An informative indent form with item description, picture and pricing was created for the purpose of evaluation and ordering.
- ❖ The project was completed within 10 months by September 2012 and met the first delivery target in February 2013 for the 3 relocating nursing homes.

### CONCLUSION

- ❖ The term contract reduced the duplication of procurement process in the 27 participating nursing homes.
- ❖ The users had feedback that the pictorial indent form is easy to understand & reduced the response time needed for evaluation and ordering.
- ❖ The nursing homes were happy to have the preventive maintenance for their beds purchased as many of them do not have the internal resources to do routine maintenance.
- ❖ The contract was awarded to 2 vendors and broke the current reliance on the dominant vendor in the market which also provided more options for the nursing homes.

Vendor	Item	RFP Price	Order Qty
A	Electrical Bed, ¾ & full siderails	\$xxx	
	Mechanical Bed, ¾ siderails	\$xxx	
	Mattress Pressure Relief	\$xxx	
	Bedside Cabinet	\$xxx	
	Overbed Table	\$xxx	
	Electrical Bed, ¾ siderails	\$xxx	
B	Mattress Pressure Relief	\$xxx	