



Joint Solution Approach to Sourcing  
Ann Dolan  
Executive Director Strategic Sourcing  
May 13, 2014

Facilicorp<sup>NB</sup>



# Agenda

- Objective and Goal
- New Brunswick Experience
- Similarities and Differences between Models
- Learning's from New Model
- Supplier Benefits
- Regional Health Authority Benefits
- Question & Answer Period

# Objective and Goal



**Objective:** Secure a long term Contract with a Private Sector Company to provide management services for Food and Nutrition, Environmental and Porter services.

**Goal:** Transform these services and find efficiencies by injecting capital, technology, and experience into the system.

# New Brunswick Experience

- March 2013 – current day
- NB population of approx. 750,000 people
- Entire Province – Bilingual
- Two Regional Health Authorities
- Approx. \$100 M in annual spend
- Ten year commitment
- Used a Four Staged Joint Solution Request for Proposal approach
- Three Suppliers

# New Brunswick Experience

- 45 Site visits x 3 Suppliers in 3 weeks
- Joint Solution Development Session per suppliers x 60 stakeholders x 3 days
- 2860 documents in a virtual clean room
  - Pdf -2640 documents – 7101 pages
  - MS Word – 130 documents – 1030 pages
  - MS Excel – 90 spreadsheets – 488 tabs – 28,806 lines of data

# New Brunswick Experience

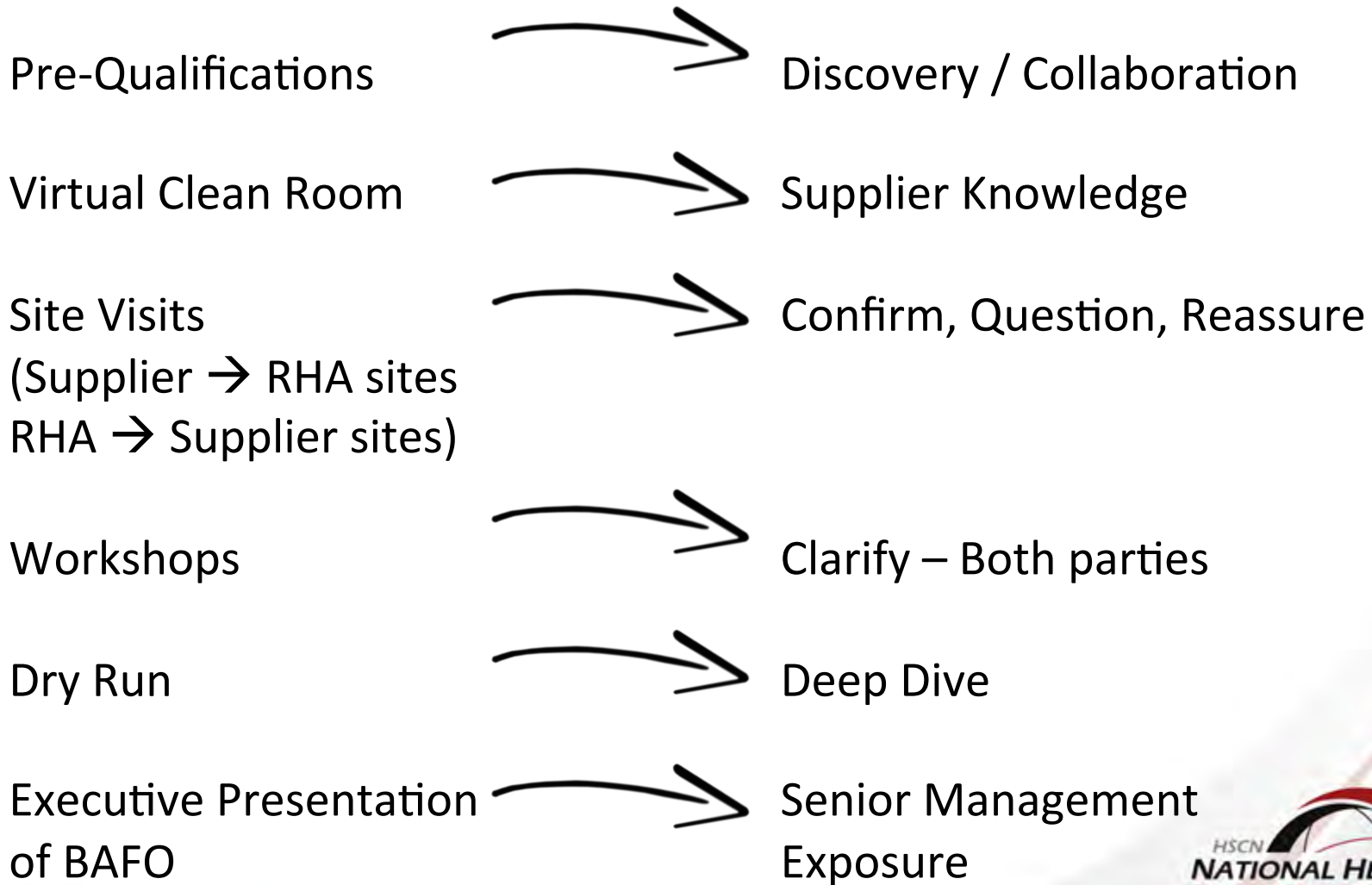
- 5 days of Site visits by NB Team to 6 supplier clients
- Man-person hours – approx. 6500 hours or 3.3 FTE
- Dedicated Project Team
- Executive Sponsor Support
- Directive from Department of Health within 2014 – 2015 Budget

# Model Comparison

## Contract A/B vs. Joint Solution RFP

Differences	Similarities
Non Binding	Compliance
Rectification Period	Evaluation Criteria
Flexibility	Transparency
Allows for Supplier Innovation	Equal Treatment of Suppliers
Negotiation	Follows established rules of engagement

# JSRFP LEARNINGS





# Supplier Benefits

## Solution Based

Window into each  
company

Reversed engineered

VS

## Prescriptive

Just answer every question

References

Just look at price

- 
- ❖ Transparent
  - ❖ Kept all players in the process
  - ❖ Required evidence to support Supplier claims
  - ❖ Focused not just on Financials – Complete solution taken into consideration

# Regional Health Authority Benefits

- Ability to keep as many Suppliers “in” the process for as long as possible kept ALL Suppliers on their game and pushed them to be aggressive and competitive for our business
- Provided an external review of services currently provided by public sector
- Provided options for service delivery models in identified lines of business

# Regional Health Authority Benefits

- Introduced new technology options to stakeholders
- Provided RHAs opportunity to review leading practices and KPIs of departments under review
- Shone a spot light on non clinical service, as a critical component to a positive patient experience
- Provided numerous opportunities for stakeholders to dialogue face to face with Proponent representatives and clients at regular stages throughout project

Thank you  
for your attention

Questions?