

Provider FAQs

<p>Do I need to register to use NHS Supply2Health?</p>	<p>No, all of the published content is publicly available. Registering allows you to set up profiles for automated alerts about advertisements that match your interests.</p>
<p>How do I complain about a tender advertisement or a tender award?</p>	<p>If the matter relates to factual accuracy, refer to the contact name given for the responsible PCT. If the complaint is about an aspect of the process, refer in the first instance to the PCT and the SHA where a local dispute resolution process will be in place. The matter will be dealt with here initially. Ultimately, the Cooperation and Competition Panel may be involved.</p>
<p>If an advertisement on NHS Supply2Health has an OJEU number, which route do I use to respond – OJEU or NHS Supply2Health?</p>	<p>OJEU takes primacy over NHS Supply2Health</p>
<p>As a provider will I be able to rely on NHS Supply2Health or will I still have to check a range of journals as well?</p>	<p>NHS Supply2Health will contain information on NHS Part B tenders i.e. non-clinical procurements are excluded.</p> <p>Some specialist clinical services may also be advertised elsewhere but all relevant Part B services will be advertised on NHS Supply2Health.</p>
<p>Will I be able to run pre-configured searches (eg for particular types of tender advertisements) on NHS Supply2Health?</p>	<p>Yes – once you have registered as a user on NHS Supply2Health, you will be able to specify a search and save the search terms. You will be alerted by email of any new search results on a regular basis. If you are not registered, you can still search the site, but your search will not be saved.</p>
<p>How much information about the tenders advertised does NHS Supply2Health hold?</p>	<p>NHS Supply2Health contains the level of detail you would normally expect to find in a tender advertisement. Further details may be obtained from the relevant PCT.</p>

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<p>How is Supply2Health different to Supply2Gov? Why have two different sites?</p>	<p>Supply2Health is specifically intended for the advertising of above threshold part B clinical services. The scope of Supply2Gov is much wider and is particularly aimed at advertising lower value opportunities from across the public sector. Arrangements are currently being worked out to enable suppliers who sign up to either system to have access to the full range of opportunities.</p>
<p>Why is Supply2Health a free service but Supply2Gov is chargeable?</p>	<p>Supply2Health is a system run from within the Department of Health providing access to above threshold advertised contracts and contract award notices for part B clinical services. Supply2Gov offers a greater level of coverage and a greater level of support with access to a help desk function for those seeking guidance on how to fill in their profiles, regular e-mail updates announcing contract opportunities in a suppliers chosen area and access to additional resources such as local business link advice. Access is free to a supplier in its chosen location.</p>
<p>What about healthcare suppliers that have already signed up to Supply2Gov? Will they miss out on future health opportunities?</p>	<p>Health suppliers that have already registered on Supply2Gov will continue to get access to below threshold health opportunities. These suppliers will also be able to sign up to the Supply2Health site for free, to gain access to above threshold part B clinical services. Arrangements are currently being worked out to enable suppliers who sign up to either system to have access to the full range of opportunities.</p>