

**From:** Chris Thomas  
**To:** [SAPC](#)  
**Subject:** Government Procurement Inquiry  
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Good Afternoon

Top Right Medical was established in June 2017 to provide high quality products to the SA Health Market with local warehousing and Distribution

With a history of working for SA health as a clinician for 10 Years and then in the sales and distribution of Medical products for the last 12 years, I have seen a lot of changes not always good

Centralisation of Procurement has led to a major reduction in relationships between , Clinicians/Procurement and Medical industry

Moving to Oracle has the causal effect of moving from Companies receiving single orders with Multiple items as procurement consolidated all orders to Companies now receiving multiple orders from the one hospital sometimes within Minutes of each other. To create a new order each time cost Business time and money and this is passed on to SA Health as Freight as they need to be processed separately (Picked, Packed and Invoiced).

The ability to receive reports from Oracle detailing exactly where your products are being delivered from a Ward perspective is very limited reducing your effectiveness to support the product. These reports are not automated requiring reminders to be sent most months to receive a report.

Tenders released by health take excessive amounts of time to complete, current tender we are involved with has currently been open for 18 months, with expectations that it will be another 6 months before complete, during this time the productivity of our company is greatly reduced as we can no longer promote any of the Tendered products during this period, despite this SA health have allowed another company who didn't tender to promote their product and win business that we had previously held for the last 2 years. The clinical evaluation of tendered products was completed June July 2018

In my opinion a major failing of the Tender Process is to not allow Suppliers to be available to clinicians during the evaluation process, products that are presented often have multiple benefits that the clinicians are not always aware as they are not experts in the products provided. This will then put companies with new products at a major disadvantage during this process as it is hard enough to get the clinicians to the table let alone them reading all the information that is provided during the tender process outlining the what clinical benefits each product holds

Since the introduction of Oracle Clinical Managers are now spending a lot of their time managing stock levels, ordering stock, approving invoices rather than working towards improving clinical outcomes, This role could be achieved by and ASO at a greatly reduced cost to SA Health

Cheers

Chris Thomas  
Top Right Medical



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