



Centro Hospitalar do
Tâmega e Sousa, E. P. E.



SUCCESS STORY

TÂMEGA E SOUSA HOSPITAL CENTRE, EPE

The Tâmega e Sousa Hospital Centre, EPE has invested in a new solution for supplier evaluation, the Supplier Truster, and became the first entity in the public sector to join this platform.



ENTITY

The mission of the Tâmega e Sousa Hospital Centre, EPE (CHTS) is to provide quality health care, namely in the differentiation in health care and in the promotion of positioning and articulation with the National Health Service in Portugal.

The CHTS uses the VORTALhealth platform daily for the management of its purchase processes. Currently, the Purchasing Service of this Hospital Centre can be considered a national example of good practices in public procurement. In 2019 it has already launched more than 319 procedures which resulted in the amount of EUR 4,256,784.68.

Leading the ranking of the 9th Edition of the Public Procurement Excellence Program (PECAP), with an evaluation of 6197 points, this entity is part of the TOP 10 of procedures with invitation, regarding the scope of suppliers.



PROJECT - SUPPLIER TRUSTER

In order to remain at the forefront of innovation, the Purchasing Service of the CHTS has invested in a new solution for supplier evaluation, the Supplier Truster, becoming the first entity in the public sector to join this platform.

In aiming to establish trusting relationships with economic operators, this service has already invited more than 253 regular suppliers to register for free on the new platform.

The Tâmega e Sousa Hospital Centre, EPE has started by working with the supplier evaluation module specifically, which brings advantages such as:

- › The possibility of developing trusting relationships to meet their expectations, transparent;
- › Regular evaluations of the activity of their economic operators;
- › Possibility to continuously improve.



SUPPLIERTRUSTER

VORTALhealth consultants provide support in developing fairly complete processes easily, promoting an evaluation of the various moments of the interaction between the entity and the economic operators.

The CHTS thus joins several Portuguese renowned companies, such as Bondalti Chemicals.

The Supplier Truster is an integrated supplier qualification and evaluation management service.



RESULTS



TRUSTING
RELATIONSHIPS
WITH SUPPLIERS



TRANSPARENT
AND REGULAR
ASSESSMENTS



CONTINUOUS
IMPROVEMENT



INTERNAL HISTORY
OF ECONOMIC
INTERACTIONS

"When I arrived at the CHTS in 2010, the Hospital Centre already had VORTAL supporting in electronic public procurement processes and it couldn't have chosen better. Over the years VORTAL has been a true partner of the CHTS, with close and agile collaboration which meets our needs. Naturally, having the "stamp" of VORTAL, the Supplier Truster was chosen by us to revolutionize the supplier evaluation process and to implement it in a simple and universal way. We can expect to achieve a transversal evaluation, both on the supplier side and with the support of our internal customers, thus achieving results that allow to improve the services provided to the CHTS in collaboration between all parties."

Bruno Cunha

Director of the Purchasing Service of the Tâmega e Sousa Hospital Centre, EPE

"It is crucial that entities invest on more and better suppliers. On the other hand, suppliers must be increasingly prepared for the market demands. SupplierTruster is a kind of win-win tool for buyers and suppliers. Not only do entities need to make better decisions, but also suppliers want to stand out by their level of excellence in providing quality services. The Centro Hospitalar Tâmega e Sousa, EPE realized that it is not enough to invest efforts in the selection of suppliers, only with continuous evaluation there is an effective result in quality, logistics management and profitability. The more we evaluate suppliers, the better we know them. The evaluation criteria of CHTS were defined not only in accordance with ISO 9001 international standards but also added specific and internally relevant evaluation criteria. SupplierTruster was the solution that made it possible to evaluate suppliers throughout the purchasing process, from budgeting to execution, with multiple carefully selected evaluators, depending on the good/service and the phase of the process they are in."

Ana Margarido

Consultant, VORTAL health

"Supplier evaluations are ever more essential in the scope of Electronic Public Procurement. Besides being a regulated matter in the Public Procurement Law, this is increasingly valuable information for management. The use of technological solutions becomes inevitable as it keeps the whole process auditable, besides being another moment of collaboration between the various departments and contract managers."

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