



Shared vision.
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NHS
Shared Business Services

TREAT-NMD
Neuromuscular Network

» **CASE STUDY**

The Patient Lifestyle and Disease Data Interactium (PaLaDIn) project, a consortium of 10 partners across six countries, needed a global digital platform to transform how data is collected, connected, and leveraged to improve outcomes for people living with rare neuromuscular diseases.

TREAT-NMD, a member of the consortium, turned to NHS SBS to ensure the complex, multi-stakeholder procurement of the new platform, The Interactium®, had strong governance, risk mitigation and compliance controls, supporting independent, documented decision-making.



The proven service and qualified process was exactly what TREAT-NMD needed to ensure the process achieved an equitable decision on a development partner for our project. NHS SBS' approach was thorough and rigorous."

Graham Kay
PaLaDIn Tech Lead

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» THE CHALLENGE

With grant funding¹ confirmed, the PaLaDIn project consortium needed to run the procurement of The Interactium® across a multinational and multidisciplinary project team, ensuring it was robust, transparent, and defensible.

TREAT-NMD was responsible for leading the delivery of the procurement. As a small organisation, its internal capability wasn't set up to handle a procurement of such scale and complexity.

Ensuring governance and compliance was vital to mitigate the risk of funding being withdrawn, legal challenges from suppliers, and non-compliant procurement processes.

Navigating a complex, multi-stakeholder environment was also a key challenge – **there were 24 evaluators across different functional areas, based in different organisations and countries.**

The procurement also needed to mirror relevant aspects of the Procurement Act 2023 to meet expectations of the grant, and effective market research was required to ensure bids were received from the right suppliers with expertise in healthcare data.

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» THE SOLUTION

Partnering with TREAT-NMD and the PaLaDIn project consortium, NHS SBS ran the end-to-end procurement of The Interactium® platform.

Utilising its healthcare market and procurement expertise, NHS SBS led the complex, multi-stage procurement, ensuring efficient governance, compliance controls, risk mitigation and effective facilitation across the project team.

This included:

- Stakeholder buy-in, engagement and management across the consortium
- Challenge and governance discipline, ensuring compliant approaches were followed throughout the procurement
- Independent, documented decision-making
- Thorough market discovery and engagement to identify and attract the right suppliers
- Structured evaluation and multi-stage moderation and scoring to ensure the best fit supplier was awarded fairly and compliantly

» THE RESULT

NHS SBS's expertise resulted in an efficient, fair, transparent and compliant procurement, with strong governance and structure, mitigating financial, legal and delivery risks.

Once built and implemented, **The Interactium® will make neuromuscular data more usable, connected, and impactful for research, clinical practice, and innovation in the field, improving outcomes for people living with rare neuromuscular diseases.**

- Formal market engagement uncovered the best fit supplier, Promptly Health, which has a depth of experience in healthcare data-based settings and was previously unknown to the consortium
- Effective stakeholder management ensured buy-in across the consortium, and involvement from all functional areas
- Process rigour, challenge and governance discipline from NHS SBS ensured compliance across the board
- The project was scoped to cost £2m; NHS SBS secured it at £1.58m



NHS SBS gave us confidence in a rigorous and transparent procurement process. Their expertise enabled us to identify the supplier best suited to our requirements, and their support throughout was invaluable. Ultimately, their procurement expertise played a significant role in the successful delivery of a platform that will benefit the global neuromuscular community."

Graham Kay
PaLaDin Tech Lead

Do you need procurement support?
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