**Procurement Journey**

**Benefits & Risks to people who use services & Services delivery**

## **Benefits and risks to people who use services and service delivery**

An organisation should analyse the benefits and risks to people who use services, and also to service delivery, of advertising the requirement and awarding the contract or framework agreement by competition. For existing services, this will require

consideration, through consultation with people who use services and their carers, of the impact that any change in service provision or provider will have on:

* people who use services and their carers;
* continuity of care;
* the quality of the service and the outcomes delivered;
* the cost of the service;
* the market; and
* the workforce.

This analysis may suggest that, where an organisation is satisfied with the quality of a service and that best value is being achieved, the existing service provider should continue to deliver the service. If an organisation’s contract with the existing service provider includes an extension option that is within scope, the contract may be extended for the specified period. In the absence of an extension option, any decision by an organisation to renew (or ‘roll forward’) its contract with the existing service provider must be compliant with public procurement legislation. Legal advice should always be sought in respect of any procurement decisions.

Alternatively, the analysis may suggest that the requirement should not be advertised at the current time and that a staged approach should instead be adopted. If an organisation decides to adopt a different timetable for advertising the requirement, it should describe this in relevant procurement documents and set out how it intends to move towards competition in the future.