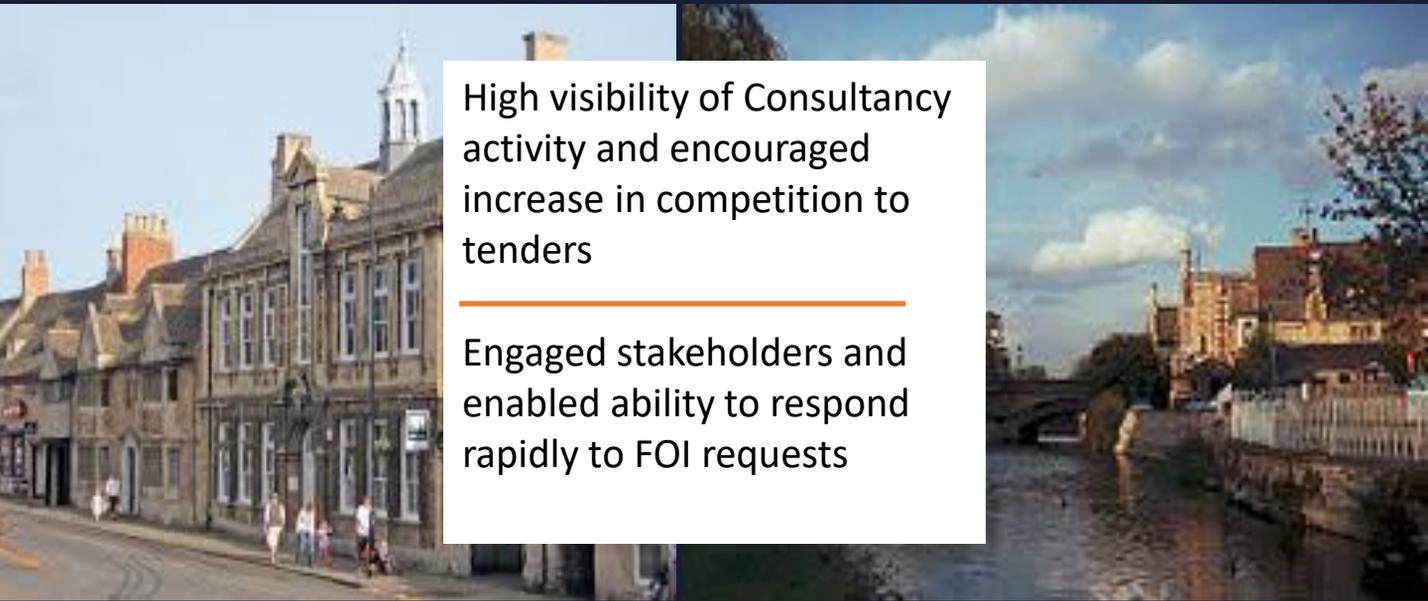


Case Study

Services Procurement Managed Service



High visibility of Consultancy activity and encouraged increase in competition to tenders

Engaged stakeholders and enabled ability to respond rapidly to FOI requests

Challenge

Typically without the structure of support, business leads would find easier route to Direct Award whilst procurement would have little visibility on what's happened

Significant level of change to a process is typically met with some resistance, so there were some conversations with stakeholders to understand the benefit to making use of our model (led by Clare Ellis) and working with us to achieve that. It's not always plain sailing, but to be strong about the benefits and displaying what that support looks like for them specifically helps.

Engagement of stakeholders became more of a challenge as, what typically would be drop-in sessions to present face-to-face to stakeholders, as part of the plan, was no longer as a result of covid-19, so working with Clare to develop a comms plan proved useful. Consultancy+ utilised Teams, Skype and Zoom conferencing to support engagement, which with it's obvious hurdles allowed us to negate not being able to be present.

Solution

Communicating what the support looks like from Consultancy+ and encouraging Service areas to understand the simplicity of the process

We set out from the start to understand the key challenges presented by Clare Ellis (Interim Head of Procurement) who was brought in to support the authority with the way in which they procured Consultancy and Professional services. It seemed apparent that there was demonstration of case examples where service leads would by habit find suppliers (either historic relationships or single provider award) to deliver project requirements.

Through initial meetings, Consultancy+ looked to highlight all areas of challenge and work with South Kesteven District Council to map out a phased approach to supporting the various areas, using communication plans with timelines, stock templates for process and service benefits before working with stakeholders to understand their particular challenges.

Working collaboratively to achieve a common goal of visibility and control was key, and without this vision from the outset, we may not have had such success in the early months to date.

The solution is underpinned by a marketplace of consultancy organisations and individuals, furthering South Kesteven's goal to expand suppliers. We enable the Council to be confident best value has been achieved through the added competition, as well as our benchmarking against market rates.



The contract is working really well at engaging hiring officers. The team are friendly and responsive. Overall a great start to the Contract.

Clare Ellis
Interim Head of Procurement



Rapid set-up: Quick route to market for supplier engagement and compliance



Secure vetting: Pre-approved suppliers that are screened with opportunity to quickly onboard know suppliers



Total visibility: Digital platform to give view of projects along with MI to provide visibility and spend utilisation



Collaboration for authority strategy: Ensuring we're working together to satisfy the aims set out from the offset



Project and services benchmarking: Creating conversation around best value and structure of engagements to represent best value



Ensuring high quality: Developing criteria of assessment to evaluate responses



Stakeholder Engagement: Engaging stakeholders for understanding of support and working to build supply chains

The Results

Consultancy MI in one place and largely engaged stakeholders

From initial meeting to date, we've had some strongly encouraging feedback from both Clare Ellis and wider stakeholders about the process and encouraged by the early shift to mini competition to drive value and best practice.

We've helped in providing a quick route to market when necessary for Direct Award, covering OJEU led compliance and supporting the structure of consultancy engagements to work with localised governance.

The authority now feels better equipped to approach consultancy engagements earlier in the process with our support, whilst maintaining visibility through the technology platform and reporting.