

**A Client's Perspective – “How Was it For Me?”**

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# Background

- Children and Lifelong Learning Directorate
- ICT
- Directorate Level Procurements
- County-wide for Schools (Aggregated)
- Support for CLL Divisions and Service Units

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# Projects and Outcomes

## Becta National Frameworks

- County-wide Learning Platform
- E-safety Solution

## EU Procurement

- LA and Schools Management Information Systems
- Business systems for School Improvement Division and Asset Management and Planning Division

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# Procurement

- Run as Projects – Standard Approach
- Senior Responsible Officer
- Project Board – Multi-disciplined Team of Specialists (ICT, Legal, Procurement) and Business Leads
- Stakeholder Groups

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# Benefits of Procurement

## Client's Perspective

- Statement of Requirements
- Competition: Value for Money
- Terms and Conditions
- Risk Optimisation
- Productive Strategic Partnerships
- System Lifecycle
- Benefits Realisation

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# Challenges

- Bureaucratic and Onerous
- Business Ownership
- Resources Needed: Time and Cost
- Developing Specifications and Evaluation Methodology
- Complex Legal Processes and Regulations
- Risk – No Guarantees to Identifying an Affordable Best-fit Solution
- Biased towards Larger Providers
- Innovation

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## Improvements We Are Making

- Pre-procurement Planning
- Outline Business Case
- Soft Market Testing
- Longer Term Contracts
- Resource Bank of Best Practice
- Standard Project Documentation
- Provider Best Practice Guidance
- Contract and Supplier Management – Contract Lifecycle

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