

“Simply the best company I have ever hired, the team are experts in their own fields.”

MARK WOOSEY GROUP IS DIRECTOR

BENEFITS

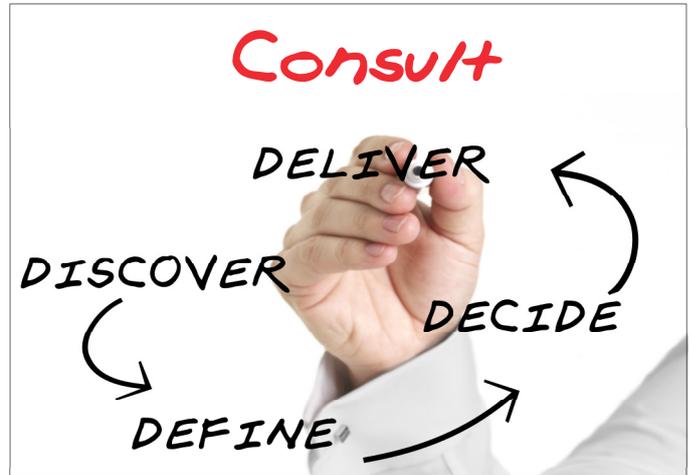
- Consistent, predictable service performance
- Enabler of new applications deployment
- Unit cost savings of 93%; 25% saving overall

Network Housing Group Limited

NHGL's Information Systems and IT Services are provided by a small in-house team which manages application development, training, infrastructure, operations, and a service desk. Continuous improvement of IT service management and governance is a primary objective, part of which is to continue focusing the team away from delivering technology solutions towards a customer service oriented approach.

A key IT service for NHGL is its WAN which connects over 60 locations to group infrastructure services and centralised business applications servers. The legacy WAN was end of contract and NHGL wished to source a new service that delivered enhanced operational functionality together with lower operational costs.

NHGL policy is to follow the OJEU (Official Journal of the European Community) process and approached Itica to help source the new WAN.



Itica

Itica employed a stage-gated and flexible four-stage process to run the sourcing process for NHGL. The four stages of the Project were:

- Requirements Definition (Itica “Discover”) – understand the current situation and the desired future state;
- Specification & Tender Document (Itica “Define”) – the business, service, technical and commercial criteria to be met; identify the technical and sourcing options available;
- Tender Process (Itica “Decide”) – what is to be bought; select the preferred solution and supplier; award the contract;
- Transition planning and cutover (Itica “Deliver”) – this was a separate exercise.

Itica successfully managed the process in accordance with the OJEU regulations and delivered a WAN contract with substantial performance improvements at a significantly reduced cost.

Network Housing Group Limited (NHGL) was formed in 1974 and its six housing associations collectively provide housing and services to more than 50,000 people, predominantly in London and the eastern region of England.

NHGL manages c.18,000 homes and acts as an alliance, giving the financial and managerial strengths of a group and the ability to operate the principle of local decisions and services.

Driving business value through technology

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The Stages

Requirements Definition

The Discover stage defined the scope of the service, confirmed the timelines required and established the business and IT drivers and sensitivities.

Itica gathered information and interviewed key personnel during this stage and documented the requirements from the service.

Specification and Tender Document

The OJEU process allows for alternative approaches to be taken, Itica presented the options and it was decided that a "Competitive Dialogue" process would be followed as this would allow NHGL to consider different technical and service options that would meet their business requirements.

Itica followed the OJEU requirements for a Competitive Dialogue, publishing the relevant notices and producing the appropriate documentation.

Itica published the Pre-Qualification Questionnaire (PQQ) to the organisations that had expressed an interest. This set the threshold that potential providers must meet in order to be taken further in the process. The PQQ responses were scored and ranked.

Six potential providers met the requirements from the PQQ and progressed to the Tender process.

Tender Process

The first part of the process was the Competitive Dialogue, where Itica and NHGL met with each potential provider to develop and refine their solutions. These sessions were facilitated by Itica and enabled NHGL to compare and contrast a variety of solutions.

Therefore, 4 potential suppliers made it through to the final part of the Tender process, the Invitation to Tender (ITT).

The ITT was created by Itica and was completed by the potential suppliers. Their submissions were scored and ranked. Final contract negotiations were then entered into with the highest scoring supplier.

The Results

Expressions of Interest

A total of 63 organisations expressed an interest in bidding for the NHGL WAN contract.

Pre-Qualification Questionnaire

The PQQ was provided to the 63 organisations, with 16 potential providers submitting a completed PQQ.

The PQQs were analysed and 6 organisations were selected to progress to the next stage in the process.

Competitive Dialogue

6 potential suppliers entered into the Competitive Dialogue process, with 4 continuing through to Final Solution and ITT.

Invitation to Tender

The final 4 potential providers completed the ITT and the contract was awarded to the supplier providing the "Most Economically Advantageous Tender".

Final Contract

The contract signed with the winning supplier met the requirements set at the beginning of the process and delivered:

- Simplified, resilient and scalable network topology
- A 10-fold increase in potential capacity giving a five to seven year useful life
- A 93% reduction in the unit cost of the service
- A 25% reduction in the total cost of the service
- Flexible term, enabling NHGL to exit early if required
- Guaranteed and Target Service Levels
- A comprehensive service and governance regime



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