



Newport City Homes turns to Delta eSourcing to transform their procurement strategy



Company background

Newport City Homes (NCH) was established in 2009 and is the largest social landlord in Newport, with 67% of the city's social housing stock. NCH's principal activity is to provide good quality homes in communities in which people want to live by providing effective management and maintenance to social and leasehold properties located within Newport. NCH provides housing services for circa 10,000 properties and has around 400 employees.

Challenge faced

In 2018 NCH's aim was to transform the organisation's procurement. The organisation needed a suitable electronic procurement system to be fully EU compliant at every stage of its procurement process and to be confident that the new system could be rolled out to non-procurement professionals. Sarah Kelly, Procurement and Contracts Manager, joined NCH in 2018 and establishing an electronic procurement system was one of her first priorities. NCH was using two separate tools, which were not established organisation-wide and were clunky.

Solution

The Quick Call functionality has given NCH great scope to roll out the system to key areas of the Association with templates and a robust process in place and an easy-to-use system. They find the templates are easy to create, allowing standardisation and ensuring users are following the most up-to-date processes. NCH has found the set-up extremely easy and support was provided every step of the way. Evaluators can evaluate online together or individually through an automated process. This is supported by robust score card functionality for reporting and bidders' debriefs. Suppliers registering on Delta to work with NCH can also gain access to opportunities from other procuring bodies that use Delta. NCH also benefits from access to webinars, training, and a dedicated Account Manager with whom we can discuss feedback, tweaks and improvements.

Outcome

Delta eSourcing met NCH's need for a fully functioning end to end system that gave them confidence and was also compliant. It standardised processes, helped to ensure that the entire tendering process was EU compliant, from following the correct procedures and online response evaluation to contract award through to managing the contract. Following extensive research and demos, Delta's functionalities and pricing provided the best solution for NCH,

"The QuickCall module has been great for low value requirements. It is used across the whole Association for RFQs. Standardised processes, reduced administration, easy to use for non-procurement professionals and a clear audit trail ensuring complete transparency. Suppliers seem to like it too! Suppliers also gain the additional benefit that once registered they have access to all other opportunities managed through the Delta system.."

Sarah Kelly, Contracts and Procurement Manager, Newport City Homes

delivering full UK and EU compliance in a securely hosted, auditable and protected environment. NCH has found Delta to be very good value for money not just on price but because the system's rounded approach has provided internal efficiencies. Since Newport City Homes began using Delta eSourcing, the organisation has been able to streamline the entire e-tendering experience. The implementation was very quick and straightforward.

NCH is now looking to get more out of its eSourcing system and is fully embedding the Contract Management Module and making better use of Workspace Manager in the new ways of working.

For further information please call 0141 332 8247 (Option 1 followed by Option 2) or email sales@delta-esourcing.com

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