



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.

Business Challenge

In 2018 NCH's aim was to transform the organisation's procurement and 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.

"I wanted to roll out an e-tendering system beyond the Procurement Team, to help enforce procurement rules, consistency of process, and embed good procurement practice across the association and needed a user-friendly system.

"Delta is easy to use, reasonably intuitive and is great value for money".

Sarah Kelly, Contracts and Procurement Manager



The solution

The organisation needed to have a fully functioning end to end system and Delta eSourcing met all of NCH's criteria and more. No other portal investigated could deliver it all!

Delta eSourcing met NCH's need for a system that gave confidence and was 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, delivering full UK and EU compliance in a securely hosted, auditable and protected environment. Delta has proved 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.

Highlights

The system got off to a great start – the set-up was extremely easy and support was provided every step of the way. Plus, it worked first time we used it!!

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. Templates are easy to create, allowing standardisation and ensuring users are following the most up to date processes.

“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 gaining the additional benefit that once register have access to all other opportunities managed through the Delta system.”

Sarah Kelly, Contracts and Procurement Manager

Evaluators can evaluate online together or individually through an automated process. This will be supported by robust score card functionality for reporting and bidders' debriefs.

Suppliers registering on Delta to work with NCH could also gain access to opportunities from other procuring bodies that use Delta. Delta has a fantastic helpdesk providing support for buyers and suppliers including telephone, email and live chat. There is no waiting around for your call to be picked up and time is always taken to understand needs and requirements.



Additional benefits

Additional benefits include access to webinars, training, and a dedicated Account Manager with whom we can discuss feedback, tweaks and improvements. Access to the BIP solutions webinars throughout the past few months has been invaluable to the NCH Procurement team during these challenging times.

“The option to have a branded portal was something we were extremely excited about. It upholds our strong corporate values and enhances the experience for both internal and external users. My favourite functionality is the Workspace Manager, which creates a secure space for all users to work on joint projects.”

Sarah Kelly, Contracts and Procurement Manager

The future

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.