THAMES VALLEY HOUSING

ONLINE CUSTOMER SERVICES: THE PROCUREMENT STORY

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THE PROJECT

THE PROCUREMENT

THE OUTCOME

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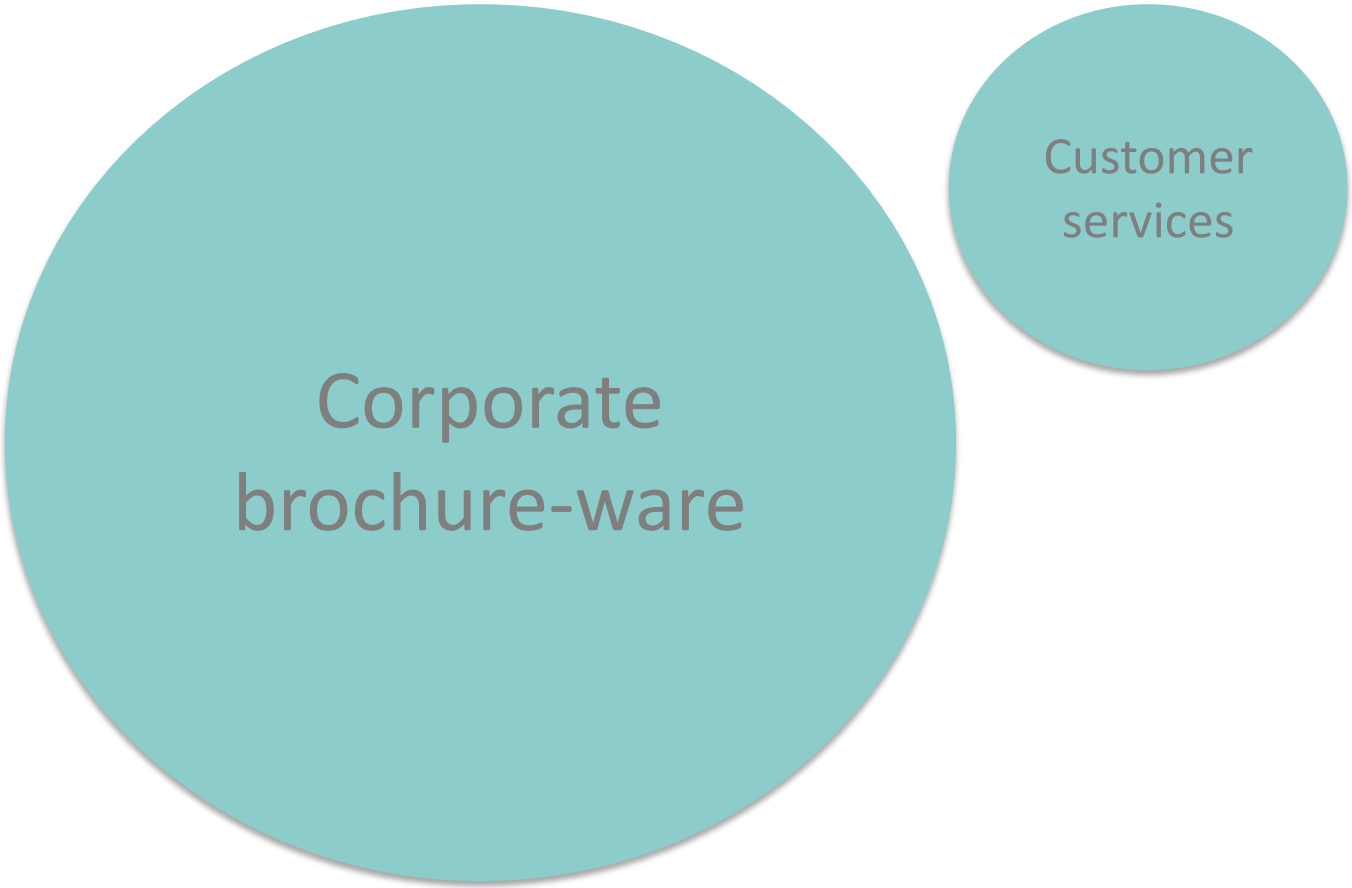
ONLINE CUSTOMER SERVICES



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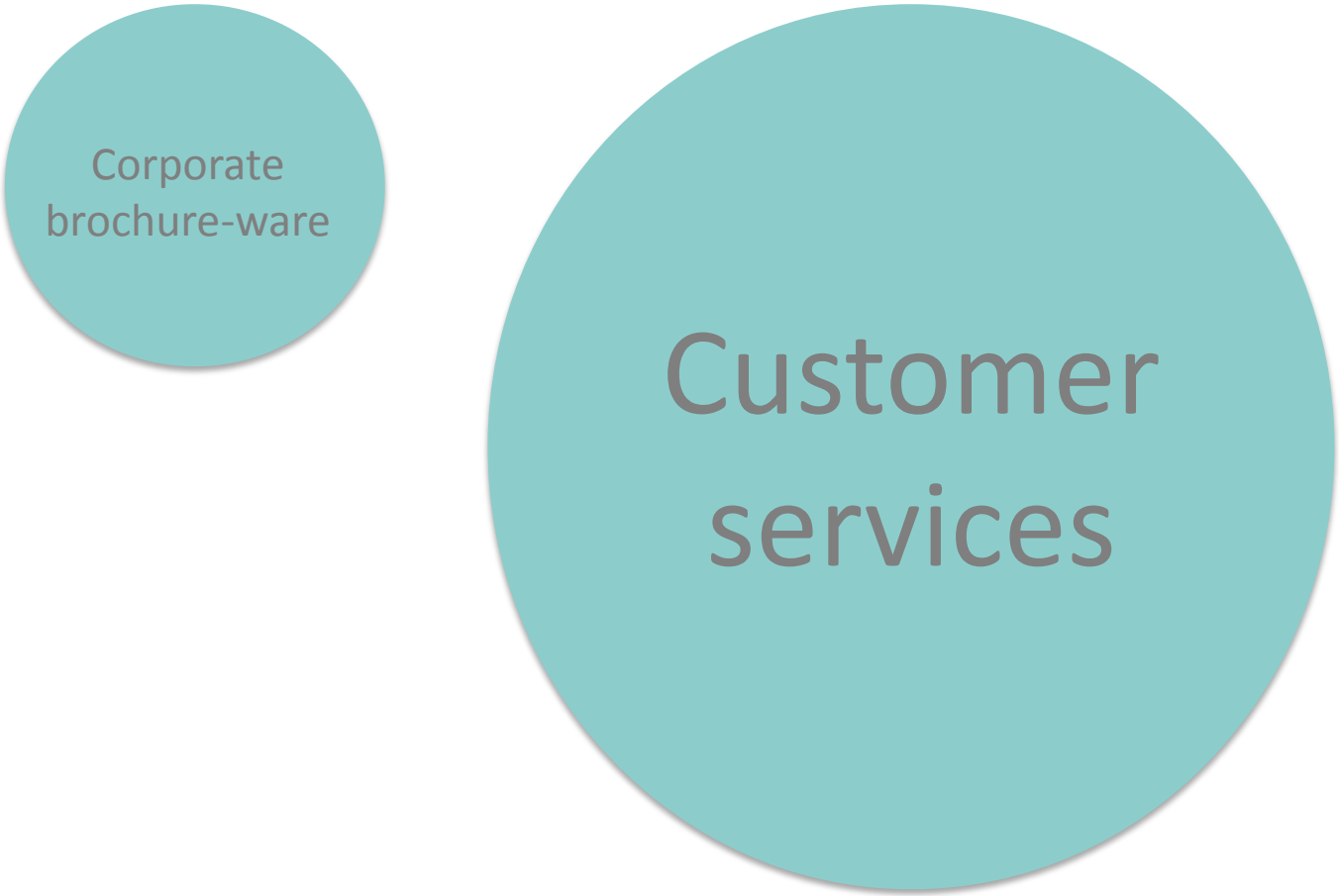
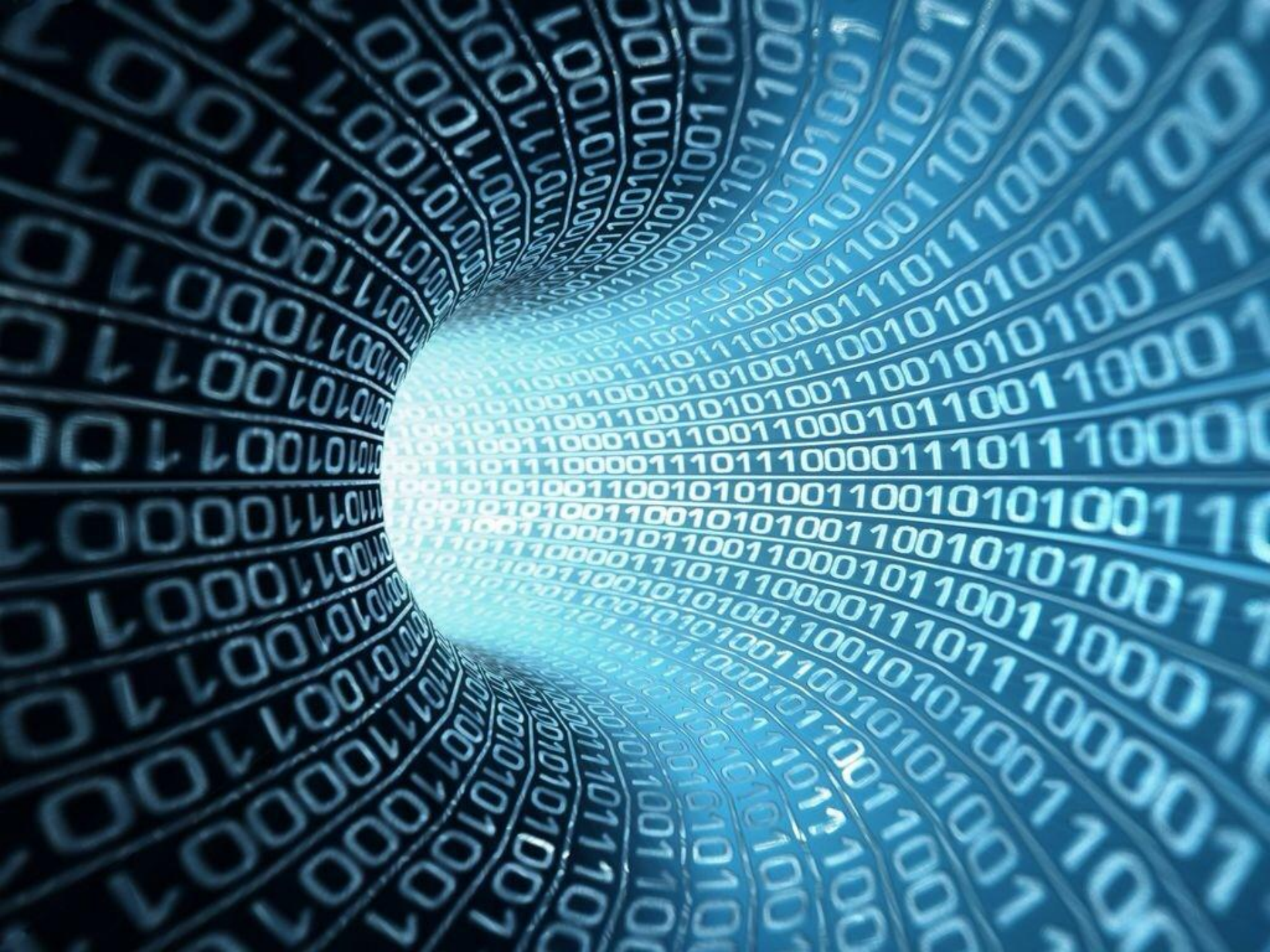
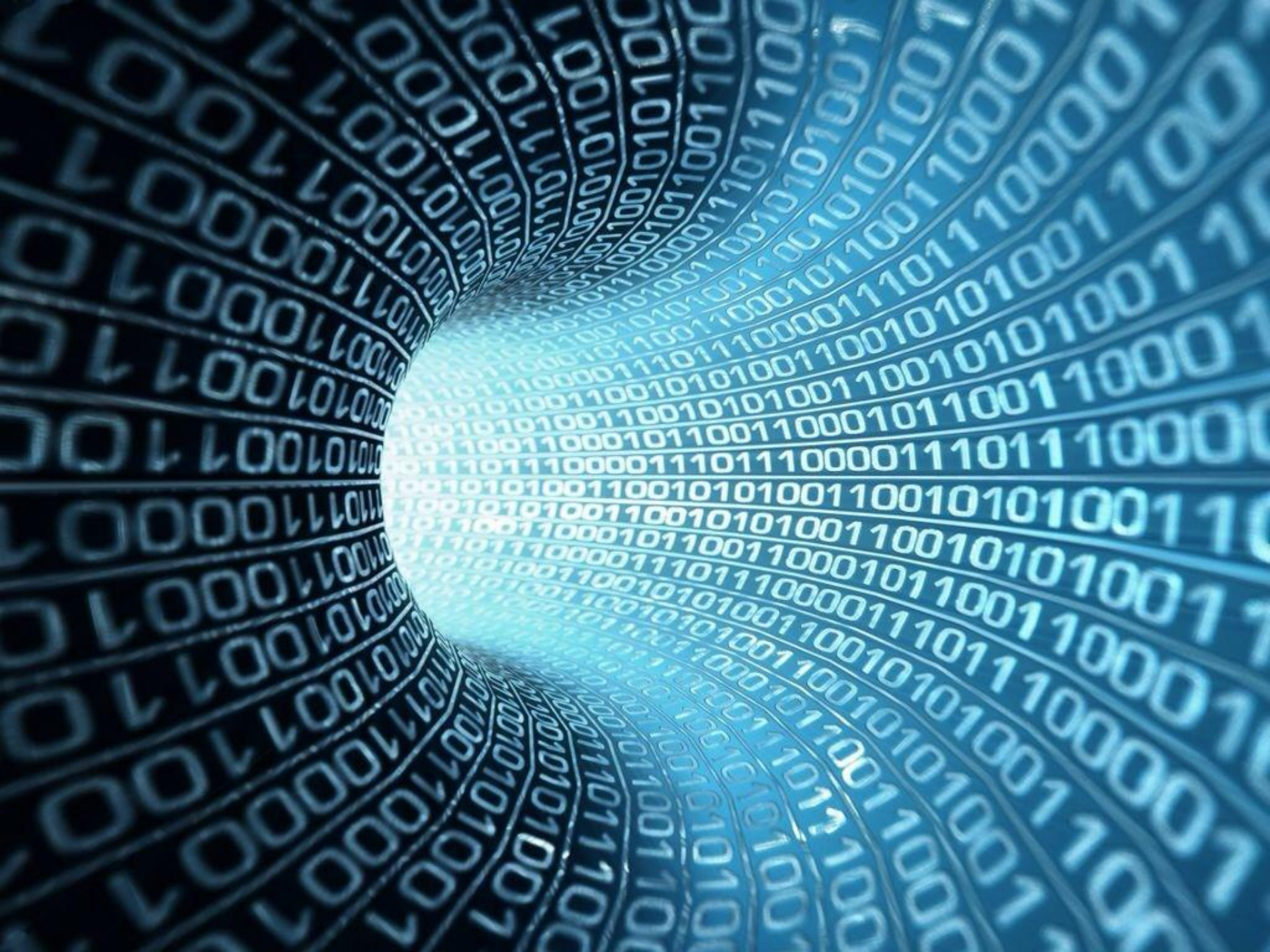




CORE BUSINESS & EXPERTISE IN THIS



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A SUCCESSFUL PROJECT…

- ✘ Off the shelf solution
- ✘ Big IT suppliers
- ✘ Commodity relationship

- ✓ Bespoke solution
- ✓ SME supplier
- ✓ Real partnership

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AN AGILE PROJECT

- ✓User stories, not a full tech spec
- ✓MVP: Minimum Viable Product
- ✓Get real user feedback
- ✓Iterative development cycle

The G-Cloud Programme

Cloud computing has brought about a step change in the economics a sustainability of Information and Communication Technology (ICT). Government is committed to the adoption of cloud computing and delivering computing resources. The G-Cloud is an iterative programm work to achieve this which will deliver fundamental changes in the way public sector procures and operates ICT.

The G-Cloud strategy outlines in more detail how we will:

- achieve large, cross government economies of scale;
- deliver ICT systems that are flexible and responsive to demand i order to support government policies and strategies;
- take advantage of new technologies in order to deliver faster business benefits and reduce cost;
- meet environmental and sustainability targets;
- allow government to procure in a way that encourages a dynamic and responsive supplier marketplace and supports emerging suppliers.

Visit the CloudStore now:

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G-CLOUD 2 : THE PLAN

- Desktop research: suppliers on framework
- PQQ : project vision and criteria for first sift
- 26 responses, shortlisted to 6.
- RFP : User stories for phase 1, phase 2+ ‘epics’
- Pricing: Fixed price for phase 1, phase 2 T&M
- Weighting: 40% price / 60% quality
- Visit, score, appoint.
- Start work.

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G-CLOUD 2 : IN PRACTICE (1/2)

- Some good firms were luke warm
- We asked why
- Too many unknowns:
  - Risk priced in
  - Too risky for SME
- Paused the process for more discovery
- Restarted the process

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G-CLOUD 2 : IN PRACTICE (2/2)

- Provision to contract on fixed price and/or time & material
- Evaluate on the basis of notional MVP
- Contract on T&M
- You'll never know exactly what's involved in the MVP until you do it for real.

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LESSONS LEARNED:

- Successful procurement means different things to different people
- Ask questions if things aren't feeling right
- Unknowns = risk = priced in
- Penny wise v pound poor