



Fact box

Helping Fire Authorities rescue procurement costs and improve supplier engagement

Challenge: In 2011, the North West Fire & Rescue (NWFR) consortium, comprising four Fire & Rescue Authorities, sought to collaborate to procure a common contracts portal, the technology element of a comprehensive buyer and supplier engagement programme. Following a competitive tender exercise, BiP Solutions was awarded the contract to deliver the Supply4NWFire portal, built on the established Delta eSourcing suite.

Solution:

- A branded NWFR instance of BiP's Delta eSourcing portal: Promoting and supporting collaborative procurement and fire service contract opportunities in the North West
- Full eSourcing capabilities including tender and supplier manager: Automated management of the full end-to-end procurement process
- Supplier email alert system: Instant notification and supplier access to opportunities

Project Benefits:

- Compliance with EU guidelines
- An online hub for collaborative working and supplier engagement
- More efficient working practices
- Quicker and easier PQQ evaluation processes, key to driving efficiencies

Results: *"Timescales were tight for the NWFR consortium to post our first major tender through the portal. However, the Project Manager and helpdesk provided excellent support in guiding us through the process and the portal went live in December 2011 – on time and to budget. It instilled confidence in us around the capability of the site and our ability to use it. BiP's support is second to none and the helpdesk support team are very knowledgeable and friendly. The site itself is straightforward and intuitive to use, even allowing novices to post an exercise, which kept our training costs to a minimum."*

Sharon Matthews, Head of Procurement, Merseyside Fire & Rescue Service and Lancashire Fire & Rescue Service

"The Supply4NWFire portal and the underlying solution, Delta eSourcing, are now embedded into our procurement processes. We are engaging better with the marketplace, building our supplier community and receiving better responses to our low-value requirements. Supplier engagement is more efficient with the majority of communication being driven through the portal. Delta is also a good place to share documents, leading to best practice and regional standardisation."

Tim Broughton, Head of Procurement, Cheshire Fire & Rescue Service

Contact: For further information please call 0845 270 7050 or email enquiries@delta-esourcing.com www.delta-esourcing.com



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