

Homing in on Value for Money at Golden Gates Housing Trust

“The response to Quick Call within the organisation has been very positive and has already helped achieve significant savings and management time.”

Sam Saxon,
Procurement Manager,
Golden Gates Housing Trust

Challenge:

There were several factors which motivated us to subscribe to Quick Call:

- **VFM is a key driver at GGHT**
GGHT decided to subscribe to Quick Call to ensure that the best VFM could be established in the tendering of works/suppliers/services.
- **Helping SME's**
By using Quick Call all suppliers have the same opportunity to tender and submit their tenders which can't be viewed until the deadline.
- **Openness / transparency**
The process is open and transparent and there is a full audit trail open to anyone granted access.

Solution:

- Biggest challenge was engaging with suppliers to explain what we are doing, why we are doing it and how we are doing it.
- Its also important to explain to suppliers that they must provide contacts which are available whenever a Quick Call is sent out.
- As most of the Quick Calls are conducted in less than a week suppliers need to take account of staff not being available.
- As the use has grown managers can see the benefits in terms of time being saved on them having to send out e mails to different suppliers chasing replies up and eventually having to notify successful and unsuccessful suppliers.

Project Benefits:

The training and support has been invaluable. Without the training we would not have been able to use the system. The helpdesk is always keen to find solutions and give advice. They are very prompt and courteous at all times.

Results:

The first Quick Call was for work that had previously been given to an approved supplier. By opening up the works to competition the incumbent supplier was circa £130,000 more expensive on a spend of circa £215,000. These cashable savings can be demonstrated in our VFM register.

Sam Saxon, Procurement Manager, Golden Gates Housing Trust

Contact:

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