

<b>Client:</b>	<b>Bournemouth Borough Council</b>
<b>Project:</b>	<b>'Incremental Partnership' Procurement Support</b>
<b>The situation:</b>	<p>Following a council-wide high level efficiency review in 2008, it was recognised that alternative service delivery options should be explored for a number of directorates. The efficiency review recommended a hybrid service delivery model of both an incremental partnership and an internal improvement programme.</p> <p>iMPOWER was commissioned to assist in the procurement process on the Incremental Partnership for four service areas: revenues, benefits, IT and facilities management. The aims of the client were to find a service model that would:</p> <ul style="list-style-type: none"> <li>➤ Offer efficiency savings in line with the council's aim of being an 'efficient council';</li> <li>➤ Improve the quality of existing services;</li> <li>➤ Deliver results quickly, without undertaking undue risk.</li> </ul>
<b>The project and the results:</b>	<p>iMPOWER's involvement has spanned the entire procurement process, from determining the required service specifications to providing support in appointing the final bidder.</p> <p>The project worked to the following timetable:</p> <p>The PIN has been purposefully kept broad to allow the inclusion of additional services or partner organisations to join the partnership — if appropriate.</p> <p>A 'Bidders' Day' is provisionally scheduled for 30 July 2009. The purpose of the Bidders Day is to provide potential partners with an opportunity to engage with us.</p> <p>It is expected completed PQQs will be received by the end of August 2009. It is anticipated that the PQQ will be a two stage process. Selection criteria will be applied to the first part of the PQQ (in accordance with the procurement regulations). Evaluation Criteria based on the most economically advantageous tender will then be used to long list the bidders part two PQQ submission.</p> <p>iMPOWER was involved in offering strategic advice to senior management, and in supporting the internal business transformation team to deliver on the programme. This included:</p> <ul style="list-style-type: none"> <li>➤ Defining service specifications for each directorate;</li> <li>➤ Supporting the process for a soft market test and a bidder's day;</li> <li>➤ Advising on development of the partnering prospectus and PQQ;</li> <li>➤ Determining the baseline cost of current services and a financial model with which to evaluate bids;</li> <li>➤ Assisting the finance and business improvement team in evaluating bids from prospective partners;</li> <li>➤ Supporting the competitive dialogue and negotiation process with prospective partners;</li> <li>➤ Providing further support to senior management in the final stages of selecting a bidder.</li> </ul>



Maria O'Reilly, programme manager at Bournemouth Borough Council said:  
*"iMPower brought a level of expertise and knowledge that made all key internal stakeholders feel engaged. They helped us to navigate through the decision-making process by working with and listening to the perspectives and concerns of both members and officers, which created a synergy for the project. The end product of this close working resulted in increased confidence and capability within the organisation."*

