



A UK Non Departmental Government Agency

Case Study

PTS Consulting hits the nail on the head for a UK Non Departmental Government Agency with a new outsourced managed ICT infrastructure service contract.

The Client:

The Client is a UK Non Departmental Government Agency. With the communication requirements of over 500 users to support, the Client requires a robust ICT infrastructure on which to run its mission-critical business applications, along with a comprehensive DR service and Service Desk Facility.

The Challenge:

When the Client approached PTS Consulting in 2006, some ICT services were being run in-house and some were outsourced. Following a review of ICT performance, the Client made the decision that it would like to procure a new managed ICT service contract and application hosting service that would deliver a consistently high level of performance to the business moving forward. The Client was looking for an outsourced managed application hosting service aligned with the ongoing strategic needs of the business, with options to include:

- LAN/WAN supplier management
- Additional workgroup servers
- ITIL-aligned Service Desk
- DR service

The Solution:

Procurement via OJEU competitive dialogue process: OJEU is the Official Journal of the European Union. When contracts for works, supplies and services exceed a specified threshold value, local authorities and other public organisations must advertise their details in this publication, calling for expressions of interest. In order to assist the Client to go out to market via OJEU, the first thing that PTS Consulting did was to work alongside the Client's project team to review the scope of requirements and supplier evaluation criteria, and formulate a strategy and timetable for moving ahead with the procurement via the OJEU competitive dialogue process.

The next stage of the procurement involved creation of an output-based tender specification that reflected the operational requirements of the business. This tender documentation could then be issued to the market via the OJEU framework, for suppliers to respond to.

On behalf of the Client, PTS Consulting handled all supplier queries and independently evaluated the responses to the tender against defined evaluation criteria.



The potential suppliers were then shortlisted and due diligence and reference checks could be made. Throughout this process, the Client's requirements were further refined via a comprehensive competitive dialogue environment managed by PTS Consulting. This enabled the suppliers to fully understand the Client's requirements and for contracts to be developed in line with its needs. Once final tenders were submitted, PTS Consulting was able to make a fully independent recommendation to the Client on the supplier contract that would best meet the project objectives, budget and timescales.

Award of new outsourced managed ICT infrastructure contract: With PTS Consulting's help, the Client was able to procure a 3 year outsourced managed agreement worth £7.5 million, which will help reduce operational costs and improve the efficiency and security of the ICT infrastructure for its 500 employees and 2,000 external users such as those based at local authorities. The new outsourced managed service includes: ICT applications hosting and support; systems and data administration; back up and DR facilities; ITIL based Service Management and a Service Desk for call logging and resolution.

The contract also had options for a two further years that will enable the Client to review the scope of the contract. At this stage, the Client can either extend the contract, or break and exit should the contract no longer meet the organisation's requirements.

Halfway through the process, the Client merged with another UK government agency. PTS Consulting thus worked to make sure that the contract timescales for the client were aligned with the existing ICT contracts in place, so that in future, the contracts for the two organisations can be tendered for together.

The Benefits:

The new outsourced managed ICT contract will take the strain off internal resources, delivering a consistent level of ICT performance to the 500 users and improve the day-to-day running of the business.

Key features of the project delivered to the Client include:

- Management of competitive OJEU dialogue process on client's behalf to procure new fit-for-purpose outsourced managed ICT contract for 500 employees over nine sites;
- IT applications hosting and support and administration for mission-critical systems and data;
- Comprehensive DR and back up facilities and Service Desk for call logging and resolution;
- Introduction of continuous service improvement processes and ITIL based Service Management solutions
- 3 year contract with options to continue with (or exit from) contract for two further years.

The Verdict:

The Head of Contracts – Information Systems at the Client explained: *"It is important that we have a reliable ICT infrastructure in place to support our business operations. We chose PTS Consulting to help manage our competitive procurement process due to PTS Consulting's reputation, knowledge and past experience in public sector ICT procurement."*



About PTS Consulting

PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world - wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in over 70 different countries, 250 cities and employs more than 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com