



OJEU Full IT Outsourcing

Client: Electricity North West

Industry: utilities

At a Glance

- Successful 1st generation IT outsource
- Run under strict OJEU regulations
- Contract awarded on time and under budget

Client Challenge

Electricity North West (ENW) owns, operates and maintains the regional electricity distribution network in the North West of England.

The company had used IT services provided by the parent organisation for many years, and when it demerged, ENW had to define its IT requirements and go out to tender for them.

The tender needed to be planned and conducted in accordance with the OJEU regulations for utility companies. Taking into account the challenges of organizing a public tender, ENW deployed a Turnstone team of experts to support the process.

Solution

Working both onsite and offsite, the team liaised with stakeholders in the IT, Procurement and Financial departments, as well as ENW legal counsel.

An OJEU Procurement Strategy was created, to clarify the approach and ensure compliance. Support was then provided in devising the OJEU notice, during the PQQ phase, ITT phase and final contract award.

Outcomes

Commercial benefits

- The Alcatel standstill period completed without challenge
- Supplier delivering improved services at less budget cost
- Significant knowledge transfer to ENW staff on OJEU Public Procurement
- Final contract and all schedules delivered in ENW's favour

"Turnstone guided our in-house team successfully through ENW's first IT outsourcing under the OJEU regulations.

It was a difficult task, with many stakeholders from across the business, tight timescales and a complex project.

Turnstone performed very well, providing key OJEU advice and commercial input, as well as hands on support.

They are not a typical consultancy - they worked alongside us and got their hands dirty, undertaking the workload of communication with all of the bidders.

Turnstone went on to help to ensure the winning deal was commercially favourable to ENW, negotiating appropriate service level terms and checking the schedules.

I would not hesitate to deploy them again on a similar exercise. They proved invaluable to our process."

Richard Hetherington
Head of Procurement, ENW