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Case Study | Finyx Consulting

Transforming the Technology Supply Chain for a Blue Light Organisation

In 2017, this Blue Light organisation's IT services were facing a variety of challenges in delivering digital solutions. They were experiencing budget overruns, missed project deliveries and were failing to deliver expected benefits. In addition, the solutions themselves were considered out-dated due to lengthy procurement processes. They also often failed to properly integrate with existing systems. As a result, there was a need for the rapid delivery of digital solutions to address the force's needs.

The Challenge

As part of a significant redesign of the Target Operating Model for the Blue Light organisation's IT Services, it was recognised that a more rapid and flexible route-to-market for digital solutions was required – one that could fill the gap between existing Government Frameworks (e.g. G-Cloud) and lengthier, higher value and more complex procurements which required a more competitive tender process.

They needed to be able to quickly access providers capable of delivering complex, multi-phased and technologically advanced digital Blue Light solutions whilst ensuring a competitive process to achieve best value.

The Blue Light organisation required a specialist supplier to overhaul its approach to its IT services and a new framework through which it could source partners in the IT space. In addition, it also needed a supplier capable of embedding social value in its supply chain whilst consistently reaching measurable milestones.

The nature of the client's field also entailed special considerations. Suppliers had to have a certification in net positive Social Value (or equivalent) and a security clearance in Counter Terrorist Check (CTC).



Our solution

Bloom delivers the NEPRO³ framework, which minimises internal resource requirements for the customer. It addresses each aspect of the procurement process, rapidly identifying suitable suppliers in a compliant manner. This allowed us to address the customer's precise needs and under tight timeframes.

Utilising a dedicated and personalised customer engagement plan, Bloom was able to identify the key requirements and project specifications of the Blue Light organisation. Bloom's vast marketplace of approved suppliers allowed us to quickly determine the best fits for their requirements. We then sourced approved suppliers via mini competition, in accordance with their needs.

Our process ensured that the chosen supplier, Finyx, had a comprehensive brief of both the force's requirements and expectations – guaranteeing that they'd be able to deliver for far-reaching projects and whilst operating on a strict timetable.

Working closely with Bloom, Finyx identified the need to create a bespoke procurement framework for the force. The bespoke framework had a vast scope, covering project management, solution proposals, detailed solution design, build and development, business and technical analysis, environment management and 3rd line support.

They provided support throughout the entire activity and were responsible for delivery of the business case, solution design, technical requirements, tender documentation and the framework user guides.

Finyx supported the evaluation and moderation of all responses and maintained regular dialogue with bidders regarding clarifications. Internally, they also worked on the re-design of the retained Intelligent Client Function and delivered training and user guides to support the mini-competition process.

The outcome

The Solution Provider Framework (SPF) was successfully launched in March 2017 to support the Blue Light organisation's digital transformation agenda. Seven suppliers were appointed to the framework; set to run for four years with a contract value of £350m and extended for use by other bodies in the sector.

With the pending expiry of the original framework agreement, Finyx were once again appointed to re-compete the SPF to provide continuity for the Blue Light organisation through to 2026. The scope of this new framework (SPF 2022) has been enhanced to incorporate an additional lot providing a resource augmentation capability to support in-house project delivery teams.

The Solution Provider Framework 2022 will help deliver a next generation IT service model that reflects the future needs of this large Blue Light organisation. It will enable agility and flexibility in their services, an improved user experience and greater value for money.

Bloom remains committed to providing the public sector with innovative procurement solutions focussing on project outcomes and social value. Our team continues to champion SMEs, delivering both savings and value for money for the public sector.

To find out more, or to discuss your requirement in more detail, please contact us at enquiries@bloom.services

