

Thinking of choosing a learning platform?



Seven Common Mistakes and How to Avoid Them

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The pain of procurement – the problem

price
time quality suppliers
surprise complex support
requirements
fairness market objectives
failure wrong
service
culture criteria
competence



Your thoughts.....

- What's your experience of buying new systems?
- Are you typically a purchaser or a supplier?
- What are the challenges that you have faced?
- Are they commercial, legal, internal or external?
- How has it worked out?
- What would you say was the greatest influence on your decisions?
- What would you like to have changed about the way it worked?



My thoughts.....

- Participated both as purchaser and supplier
- Using company and European Journal procedures
- Letting contracts of £25m
- Bidding contracts up to £280m
- Best solutions not being chosen
- Buyers and suppliers spending many hours on documentation
- Procurement specialists driving decisions rather than practitioners
- Spectacular failures with national impact



Seven common mistakes

No early
engagement with
the market

No clear shared
process

The overall
outcome is not
made clear

No 'equal stature'
set up between
both parties

Purchasers write
requirements
which are too
detailed

Suppliers cannot
ask good, focused
questions

Supplier tries to
address elements
not required

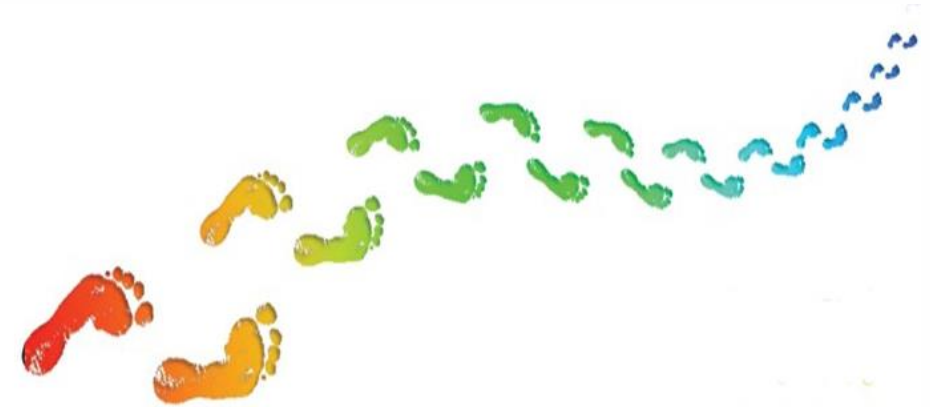
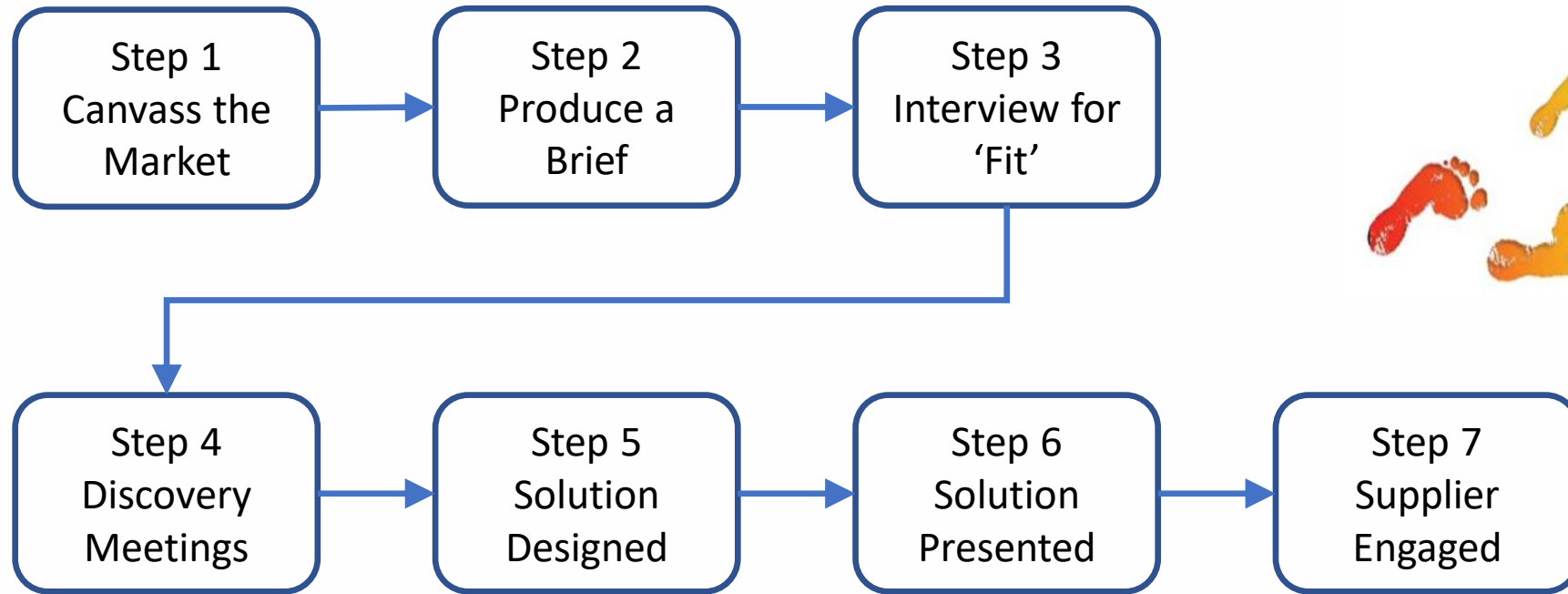


Change of mindset – the insight

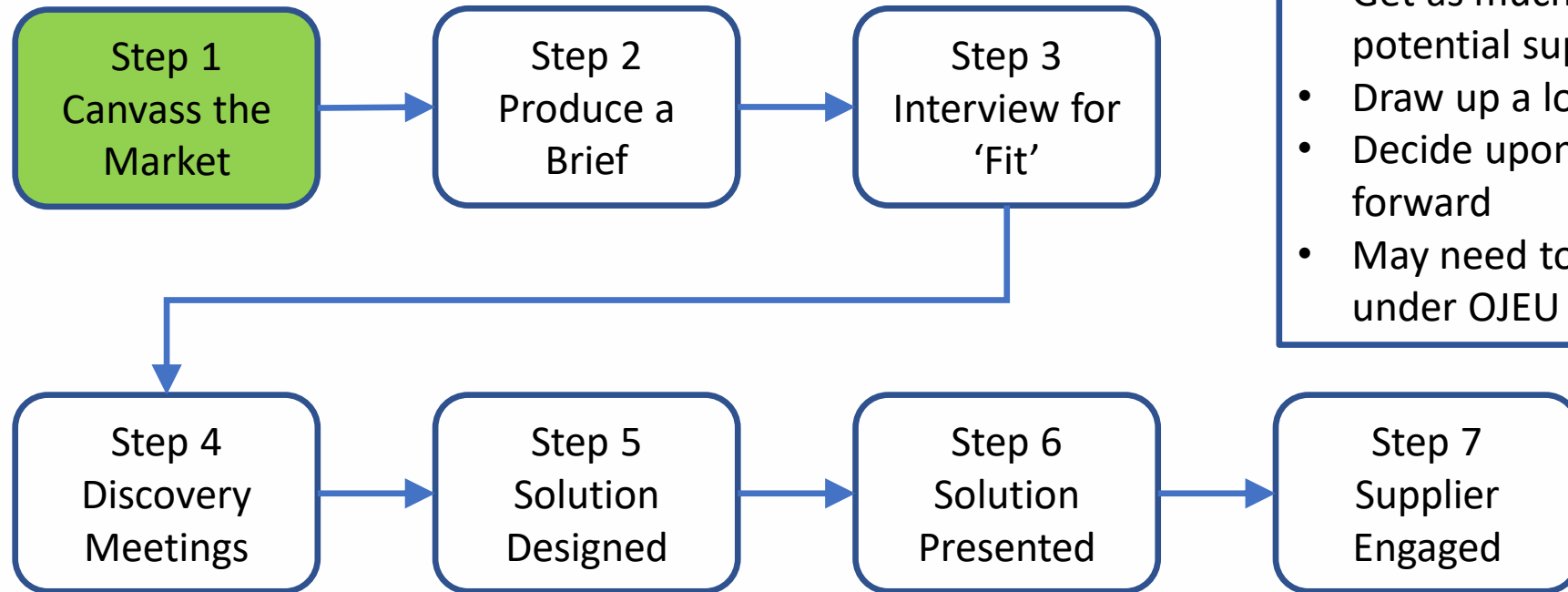
- Buyers explain *what is wanted and desired outcomes* - suppliers propose *how it should be done*
- A journey to find the *supplier of best fit*
- A process of *open dialogue and clarity* for supplier
- Judge the supplier on the *quality of the questions asked and discovery of pains and needs*
- A staged process that *progressively qualifies suppliers out*
- Suppliers produce proposals that are addressed at the *specific pains and needs of the buyer*



Steps in the process

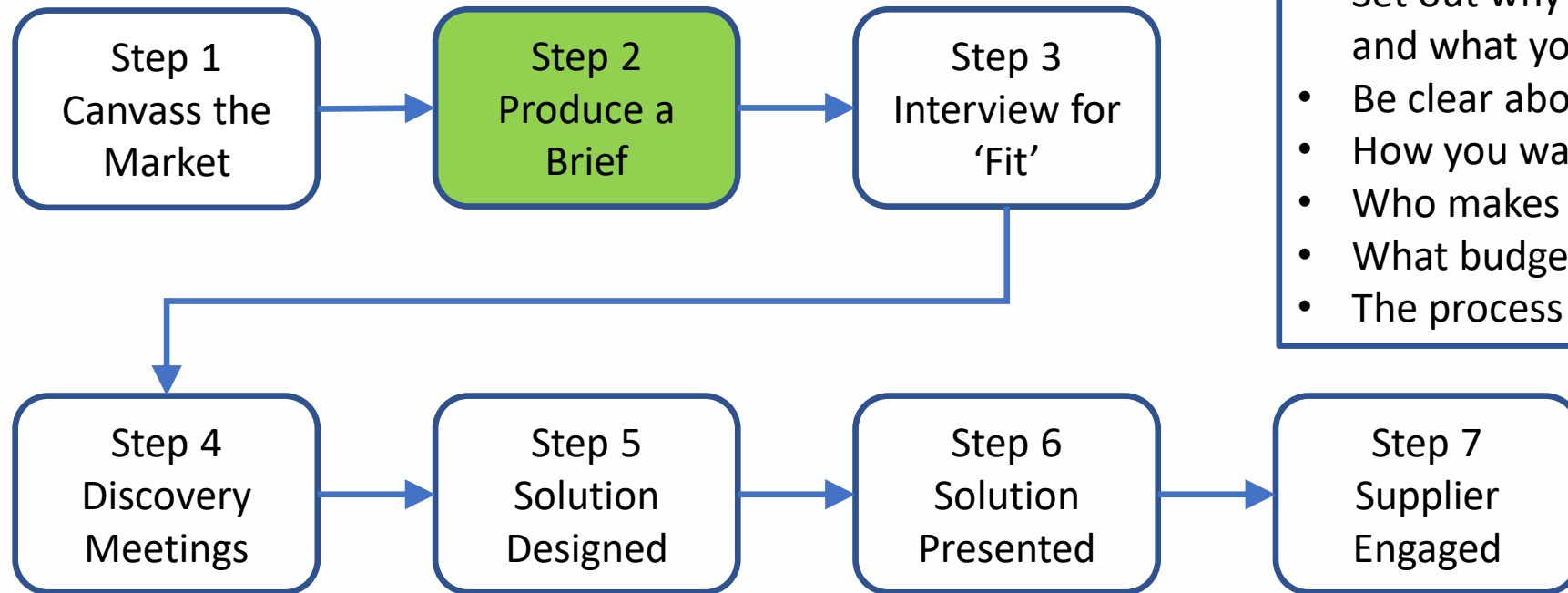


Steps in the process



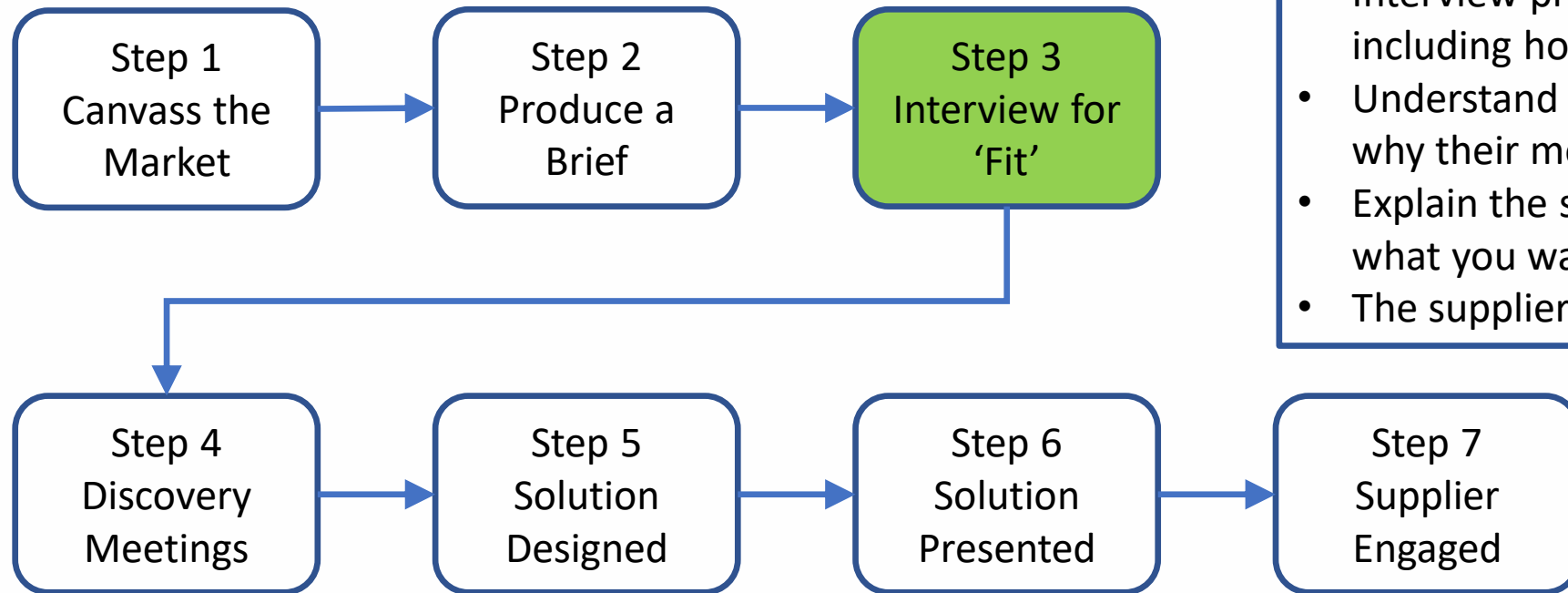
- Get as much information as possible about potential suppliers
- Draw up a long-list of potentials
- Decide upon those who you wish to take forward
- May need to use a PIN at this point if under OJEU procurement regulations

Steps in the process



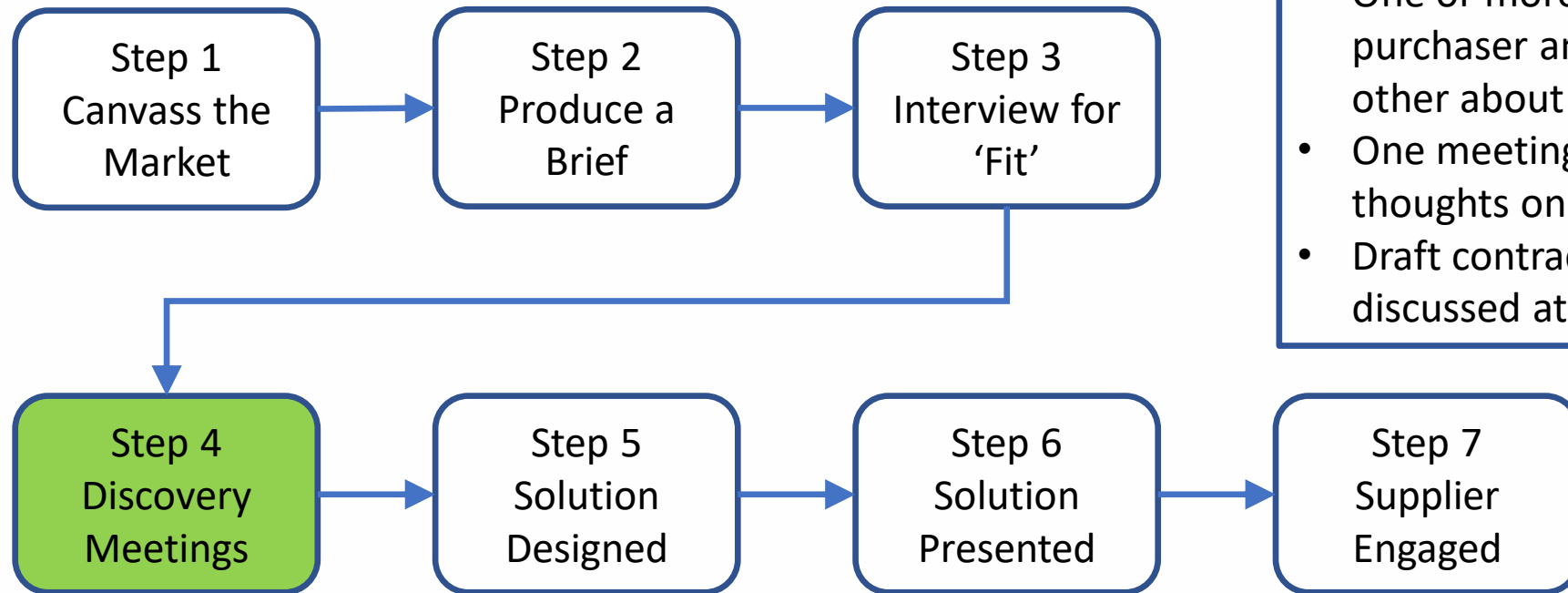
- Set out why you want to procure, why now and what you want to achieve
- Be clear about the scope
- How you want the suppliers to engage
- Who makes the decisions and when
- What budget you have available
- The process of gradual qualification out

Steps in the process



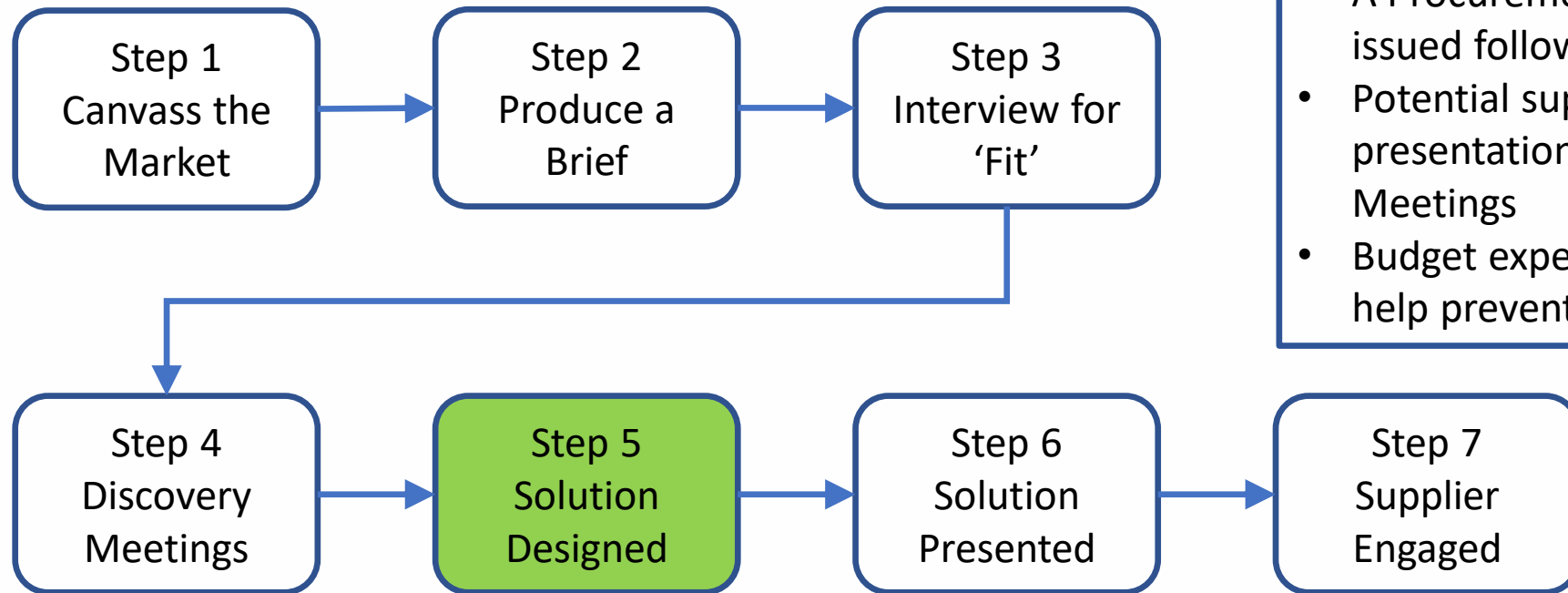
- Interview prospective suppliers for 'fit' – including how the culture aligns with yours
- Understand the scope of the business and why their motivations and approach
- Explain the scope of your procurement and what you want to achieve
- The supplier can decide to proceed or not

Steps in the process



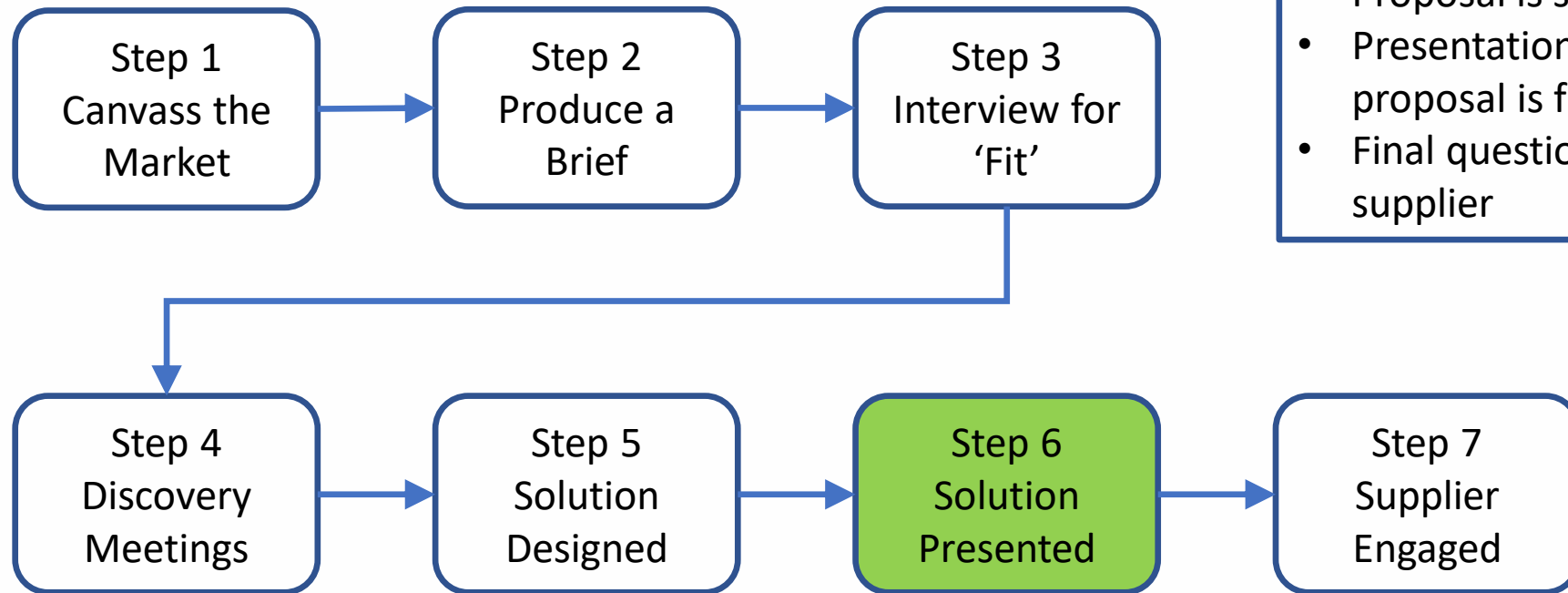
- One or more meetings where the purchaser and supplier can question each other about the required outcome
- One meeting will be to share initial thoughts on a solution to get feedback#
- Draft contract to be reviewed and discussed at this point

Steps in the process



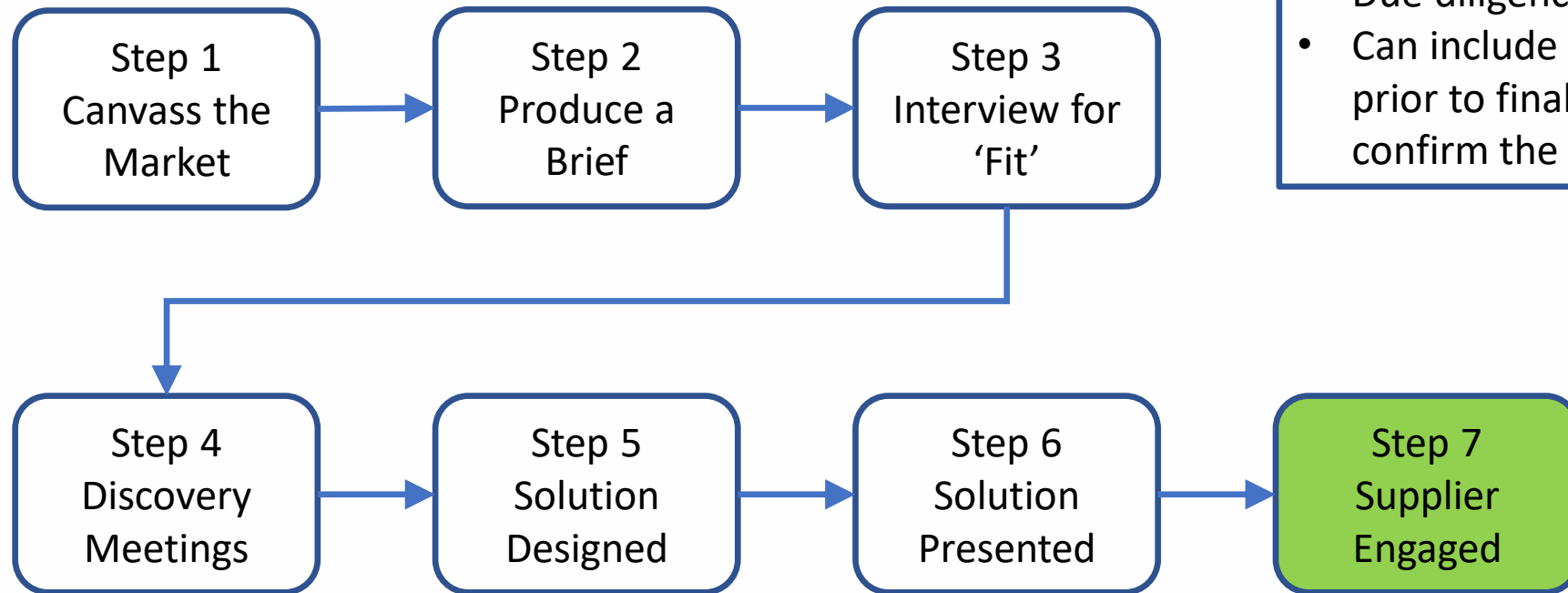
- A Procurement Proposal Document is issued following the Discovery Meetings
- Potential suppliers produce a proposal and presentation based on the Discovery Meetings
- Budget expectations have been shared to help prevent suppliers 'missing the mark'

Steps in the process



- Proposal is submitted
- Presentation given – to ensure that the proposal is fully understood
- Final questions from both purchaser and supplier

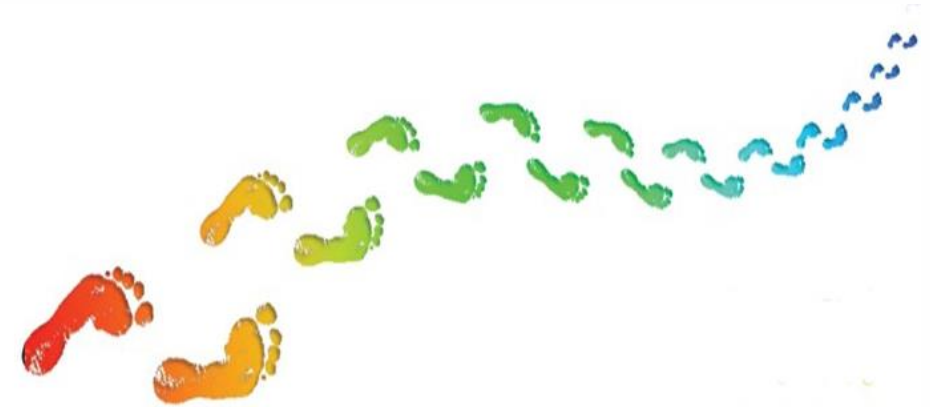
Steps in the process



- Due diligence is finalised
- Can include an initial 'workshop' phase prior to final contract signature – to confirm the final decision

Final word

- A process where both parties are treated with equal stature
- Suppliers can engage openly with purchasers and share potential solutions without concerns about providing information to competitors
- Both purchasers and suppliers can stop at any point if the opportunity does not seem to be right for either
- The purchasers are looking for suppliers that want to 'get under the skin' of the reasons for the procurement and produce a solution that addresses them squarely



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