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Background

The University of Bath has an annual purchasing spend of approximately £90 million. The University is an organisation that is committed to achieving Value for Money (VfM) for its stakeholders and developing the appropriate relationships with its suppliers. They achieve such goals by ensuring everything is purchased effectively and efficiently.

The University has used Delta eSourcing for 11 years, making it one of the longest-serving users of the system.

Benefits

Delta meets the University's needs for a clear audit trail, helping to drive compliance and good governance. This is particularly useful with the recent implementation of the new EU Procurement Directive legislation.

The system is also credited by the University as being an invaluable time and resource saver, allowing staff to undertake more exercises using a lot less paper. Users emphasise that returning to paper-based tendering now would be effectively impossible.

“We've compared Delta with other systems and we can't find a system that gives us the service that Delta does”

Tony Brett, Head of Procurement,
The University of Bath

Delta features an evaluation tool which allows buyers to evaluate all responses in order to eliminate unsuitable suppliers. The University uses this tool extensively for its PQQs, explaining that it is one of the features of the system that it is most keen on.

The Delta eSourcing system has progressed greatly since the University first subscribed, catering to the needs of the customer. The University is pleased that Delta takes requests for improvement seriously, showing evidence of an improved system with every launch.

High level of service

Delta eSourcing is used with ease by both procurement staff in the University and those who are not procurement professionals within the organisation; the system is straightforward, self-explanatory and can be used with comfort. One feature allows multiple users to access the system



UNIVERSITY OF
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with varying levels of access. The University likes this aspect of the system as it relieves pressure by allowing others to use the system to help with procurement tasks in a safe, secure manner.

“The Helpdesk is a unique part of Delta, it’s very good. The Helpdesk is very efficient. When you ring them up, you get an answer there and then”

Tony Brett, Head of Procurement,
The University of Bath

Using Delta allows the University to carry out e-procurement tasks efficiently and effectively. The addition of expert support and guidance in the form of the Delta Helpdesk is a highly praised ‘added bonus’. The University has every confidence that whatever the problem, and whenever it should arise, they can call the Helpdesk and be greeted by an expert who understands the problem and their needs and can do something about it. In the experience of the University, guidance and support has been immediate, and nothing is too much for the Helpdesk.

The Delta Helpdesk is also valued for providing access to procurement specialists such as BiP’s Principal PASS

Consultant Eddie Regan, who has helped them immensely with the finer points of procurement and procurement law.

Efficiency or cost savings?

As a higher education institution, the University of Bath has to complete an Efficiency Measurement Model at the request of the Higher Education Funding Council for England, in order to inform HEFCE of their tendering efficiencies every year. Over the last year, using Delta eSourcing, the University saved £89,950 in efficiencies, which is considered an enormous saving by the user.

The future

Looking to the future of e-procurement within the University of Bath, the procurement department carried out a desktop benchmark exercise. When they compared all of the e-procurement systems available on the market with Delta, there was no doubt that Delta provided superior functionality and service to the others, offering the University better value for money.

The University of Bath is now in the process of buying a three-year unlimited service with Delta eSourcing, remaining loyal to the system that allows their procurement processes to function smoothly.