

## Streamlining & Simplifying Multi-Lot Procurement for Adra Tai Cyf

### Project summary: managing complexity under pressure

Adra Tai Cyf, a housing association based in north Wales (UK), manages over 7,000 homes across the region. They provide affordable housing and related services, focusing on property development, maintenance, and community support.

For this particular procurement, Adra were facing a pressing challenge with a complex project that required rapid turnaround and precise management.

The procurement involved building supplies across seven regional zones in Wales, each comprising approximately 17 lots. Previously, they had managed evaluations for small projects using spreadsheets, but the scale and intricacy of this project required a more robust solution.

### Key challenges – why AWARD® was chosen

#### 1. A large, complex multi-lot project

Adra's procurement was significantly larger and more complex than their typical tendering processes. With 17 lots in each of the seven zones, and the requirement to evaluate both quality and price for each lot, the scale and complexity of the project were substantial, carrying considerable risk.



#### 2. Spreadsheets unable to support

Attempting to run the project across multiple spreadsheets would have caused a number of issues including a high-risk of error, a lack of transparency and an inefficient, complex process. The team needed a centralised solution to manage the large volumes of data and to accurately and effectively evaluate across all lots. Spreadsheets lacked the robust features and project management capabilities required to handle the project's demands.

#### 3. Efficiency and risk mitigation required

Without a streamlined system, Adra faced the risk of missed deadlines, inefficient communication among evaluators, and long working hours for the team. They needed a centralised platform that could manage documents, evaluations and communications efficiently to avoid the pitfalls of manual management.

### How we supported the project

#### Speedy access to AWARD®

After introducing the team to AWARD®, they readily saw how it met their needs and were able to access licences via an existing contract with Welsh Government.

We successfully set up AWARD® in just under two weeks, integrating all relevant documents from their e-sourcing tool to support the evaluation process, with everything all in one place.

Despite not having used AWARD® before, minimal training was required, and the team were quickly ready to go.

“AWARD® and the team were fully able to support timeframes. This really helped.”

Ffion Casey, Procurement Manager, Adra

“The Commerce Decisions team were very quickly available to have meetings and go through AWARD®.”

Martin Burger, Head of Frameworks, Adra

### Unmatched support

Our support extended beyond just the software; our Customer Success Team handled document uploads, system adjustments and provided responsive assistance, ensuring a smooth process. The additional support we provided was crucial, given the project's scale and complexity, and it ensured the project was delivered on time, maintaining the tight deadlines required for success.

### Centralised location for greater efficiency

AWARD® consolidated all procurement information into one centralised location, offering powerful reporting capabilities and reducing risks associated with scattered data. Our team managed the integration of all relevant documents, set up the system within two weeks, and provided training to the Adra team, who adapted quickly. Evaluators had all the information they needed at their fingertips, which streamlined the entire evaluation process.

**"AWARD® quickly brought everything into one location to simplify the project."**

Martin Burger, Head of Frameworks, Adra

### Successful delivery and outcome

With support from AWARD®, Adra navigated this large-scale project seamlessly and on time. The AWARD® platform successfully and efficiently facilitated evaluating 17 lots per zone, assessing both quality and pricing, and allowed the appointment of 35 suppliers to the framework within a tight evaluation window of 2-3 weeks. Due to the existing agreement under Welsh Government, AWARD® was available free of charge to the Adra team, with just a small budget allocated for support from the Commerce Decisions team. As Ffion Casey, Procurement Manager noted, **"Using AWARD® was very cost effective and well worth it."**

**"Without AWARD® we would have found it very hard pressed to have completed the project."**

Martin Burger, Head of Frameworks

**"It was fantastic."**

Martin Burger, Head of Frameworks

### Visibility and organised

Unlike other systems where tracking progress can be challenging and project teams can too easily lose track, AWARD® provided a clear overview of what was done, what was pending, and why—bringing organisation and

clarity to a complex process. This level of visibility and control was incredibly valuable and kept the team on track.

**"In spreadsheets it's easy to get lost as there's no tracking in place. AWARD® kept us organised and told us what was next."**

Ffion Casey, Procurement Manager, Adra

### Streamlining the job of an Evaluator

The platform allowed evaluators to easily access all necessary information, manage their tasks efficiently, and maintain clear progress tracking.

The project required a larger number of evaluators, and AWARD® made it easy to circulate admissions and manage access to tender submissions. Communication with evaluators was seamless, allowing for efficient allocation of tasks and clear instructions on what needed to be evaluated. The platform helped maintain tight timeframes by clearly showing what had been completed and what was still outstanding, enabling users to track progress effortlessly.

## Key achievements from AWARD® and the Commerce Decisions Team:

- **Rapid Implementation:** Successfully Set up AWARD® in under two weeks, facilitating a swift transition from spreadsheets and a sourcing tool to a robust procurement solution.
- **Efficient Evaluation:** Enabled the evaluation of 17 lots per zone across seven zones, accommodating both quality and price assessments within a tight 2-3 week timeframe.
- **Centralised Management:** Consolidated all procurement data into one centralised platform, significantly reducing the risk and complexity associated with managing multiple spreadsheets.
- **Streamlined Reporting:** Provided detailed scoring reports and transparent feedback, simplifying the process and ensuring clear communication with suppliers.
- **Cost Effective Solution:** Delivered AWARD® at no additional software cost to Adra, thanks to the Welsh Government contract, making it a highly cost-effective choice for a large-scale project.
- **Seamless Integration:** Integrated all relevant documents from Adra's e-sourcing tool into AWARD®, ensuring a smooth and efficient evaluation process.
- **Exceptional Support:** Offered crucial behind-the-scenes support, including document management and system adjustments, ensuring the project stayed on track and met all deadlines.

## What's next?

The team have lined up AWARD® for future projects including two on big frameworks with tight timeframes.

## How would you describe AWARD®?

*"Easy, efficient, supportive, effective."*

Martin Burger  
& Ffion Casey

## About Commerce Decisions

We've been supporting the public sector in the UK and around the world with our procurement expertise since 2001 and have proudly worked in Wales since 2006.

We are a team of highly experienced procurement specialists, focused on helping clients achieve the best possible outcome on important and complex projects. We do this through our purpose-built AWARD® evaluation software, advisory services, and credentialed training courses.

AWARD® is available to all Welsh Public Buyers under an existing contract with Welsh Government, to help standardise procurement and deliver best practice across the country. Claim your licences to get started!

AWARD® is   
available for all  
agencies within  
Welsh  
Government:

For more  
information, or to  
claim your licences,  
contact the team  
now:

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