

Network Services 2 listing support



Our framework listing support services help suppliers get on to the routes to market they want. With a 100% framework success rate, we take pride in getting our clients not only listed, but in a good place to win business!

We always say, getting listed is easier said than done! Applications need to be handed in on time and listings should be of high quality - and compliant. This process can often be very labour and time intensive. For large organisations this might not be an issue, but for SMEs it can be a real obstacle to public sector success. The costs can quickly ramp up and we often see unprepared suppliers quitting half way through.

With our Listing Support Services you can leave a lot of the 'heavy lifting' to our experts and save on your already scarce internal resources. That's where Advice Cloud come in.

An Advice Cloud case study

CLIENT: Community Fibre

SERVICE: Network Services 2

Community Fibre are a provider of high-speed fibre optic cloud connectivity, and are the largest supplier of Fibre to The Home (FTTH) services in central London.

They sell broadband services to residents and various organisations, including local authorities and housing associations, and so far they've built fibre networks in Westminster, Wandsworth, Camden, Hammersmith and Fulham.

Their CFL Business connectivity service is registered on the UK Government's Broadband Connection voucher scheme which enables them to supply small and medium businesses within London a fast broadband connection for free. In addition their service enables digital engagement and the development of smart home strategies by providing low latency and high bandwidth Internet service at wholesale prices, therefore supporting Government's ambition for all UK properties to have full fibre connectivity by 2033.



Community Fibre

With our help Community Fibre got listed on the highly competitive Network Services Lot 1, with a total score of 87.05 for their application, positioning themselves within the top end of the successful suppliers.

“When applying for public sector frameworks just filling in the forms is rarely sufficient. You need to use the right language and have insight into what lies behind the questions. It can be very difficult for small and medium businesses to uncover these hidden meanings and they can waste a lot of time and effort on unsuccessful applications. The experts at Advice Cloud can bring this essential insight to ensure your applications are a success”

Tim Stranack, Director

HOW IT ALL STARTED

Community Fibre came to Advice Cloud relatively far along the Network Services 2 application timeline, in mid-January 2019. The tender submission deadline was late February so for a framework of this size, this wasn't long! Nevertheless, as a relatively small company with a wide reach, Community Fibre knew that the next step for them involved getting onto a framework. For them, the purpose of being on NS2 was to extend their reach to councils and improve the ease with which their services could be procured.

Those who applied for NS2 know it was not an easy task to accomplish. The scope of the framework was vast, with 13 Lots including Data Access Services, IP Telephony services and Contact Centre services. There were numerous documents required for submission which appeared overwhelming at first sight, and to add to this, the number of successful suppliers on each Lot was capped. Nonetheless, Community Fibre jumped straight into the process.

“Having worked in the public sector and evaluated supplier bids I understood the importance of submitting an application that was written professionally and answered the questions in a way that would be meaningful to a public sector evaluator. Advice Cloud had previously helped us with our successful G-Cloud 7 application and so I was pleased when they agreed to help with our late Network Service 2 application.”

Tim Stranack, Director



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HOW WE HELPED

Advice Cloud supported Community Fibre with their application onto Lot 1: 'Data Access Services, WAN'. The submission required 3 case studies per Lot, various accreditations, and responses to numerous technical and commercial responses.

After the initial kick-off webinar between Advice Cloud and Community Fibre, in which we explained the fundamentals of the framework and talked through the process, the next step was to establish a bespoke timeline. With a limited amount of time to complete the application, this may have seemed daunting, but we combatted this by breaking the requirements down into manageable tasks and agreed on deadlines accordingly.

Our support included a 3-draft process, in which all necessary documents were reviewed 3 times, with extensive feedback provided. Each response element was separated on our task tracker, allowing us to gauge exactly how far Community Fibre were along in the process. We would regularly check in with them to provide updates on the review stage of each element.

Due to our clearly defined timelines and the structured reviewing process, they were able to perfect their application prior to pressing 'submit', and ultimately we had no trouble getting Community Fibre across the finish line.

“Advice Cloud had developed sophisticated templates with comprehensive guidance so that it was very clear what information we should gather and how we should answer each question. They quickly reviewed all of our responses and made suggestions on how we could tweak the language so that it would resonate better with the evaluators. Finally they undertook all of the logistics of submitting our responses via, what can often seem impenetrable, Government procurement systems to the uninitiated.”

Tim Stranack, Director

OUTCOME

Community Fibre received a total score of 87.05 for their NS2 application, positioning themselves within the top end of the successful Lot 1 suppliers. Lot 1 had one of the highest number of submissions, so this was absolutely brilliant news.

As a result of their positive experience with Advice Cloud, we also recently helped Community Fibre to successfully apply for G-Cloud 11. With a place on both frameworks, their goal is to utilise both alongside one another, targeting services for local gov offices for NS2 and services to the social housing stock for G-Cloud. So, with Advice Cloud's help, Community Fibre are now in a position of strength to approach the market from multiple angles and redefine network connectivity for London communities!

“The value of being on these well respected Government frameworks is not just the value of work that can be won through the framework it is also the credibility bestowed on our organisation. When you explain to a public sector or housing association buyer that you are on these frameworks they appreciate that your organisation has already passed many of the evaluation tests that they would normally ask for. It is unlikely we would have been successful in our Network Services 2 application without the templates, guidance and support given by Advice Cloud during our application.”

Tim Stranack, Director