

## ProcServe's eCommerce Solution to Underpin the Department for Work and Pensions Back to Work Initiative

**22nd MARCH 2010, LONDON, UK** - The Department for Work and Pensions (DWP) is changing the way they procure Low Value Provision (LVP) for Welfare to Work related training by rolling out a new service, which is underpinned by a system delivered by ProcServe, provider of Zanzibar, the UK Government's strategic and collaborative eProcurement Solution. The new service, called Request for Quotation (RFQ) streamlines the process for the Department to contract with training providers, which in turn delivers a vital service to those seeking employment.

The service will ensure that one-off training requirements up to a value of £50,000 are available 'on tap' from a range of training providers. This covers courses ranging from a single day's training to intensive upskilling over several weeks, leading to higher levels of qualification and dramatically transforming the prospects of Jobseekers.

Previously, DWP relied on paper-based manual processes for contracting for training services. DWP believes that by reducing the time taken to contract, down from 5-6 weeks to a target of 5-6 days once the process is fully embedded, through this new automated service, they will achieve significant efficiencies for the Department, its training providers and vitally, the general public. The new service is based upon Zanzibar which ProcServe has been delivering to DWP since 2006. The service, piloted in Jobcentre Plus regions in the North West, Yorkshire and the Humber and East Midlands since December 2009, has already started delivering benefits and has been received well by suppliers.

According to one training provider, Kevin Ward, Owner of Broadband Careers, "I have to say it's a brilliant no-brainer. I looked through the entire site and it makes the whole tendering and invoicing process with the Department for Work and Pensions simple. Operated correctly this process will open up the whole area of training to fair competition, with the good quality small and mid-size training companies being able to compete against the big name usual suspects."

Since the start of the pilot, DWP has doubled the number of RFQs sent out to suppliers, opening up the playing field. Roll-out of this programme to the remaining regions in England, Scotland and Wales commences on March 22nd 2010. Over 500 suppliers have already registered to deliver LVP training nationally providing in excess of 15,000 training combinations, with many suppliers being either SMEs or from the Third Sector.

Lee Tribe, Director of Commercial Strategy & Development for DWP says "LVP is a key part of our strategy for getting the right training providers and matching their capabilities with the needs of

jobseekers. Partnering with ProcServe has rapidly accelerated the rate that we are able to select training providers and given greater assurance of the right outcome for our customers. The high degree of capability the solution has to integrate with our corporate Oracle ERP instance is the key to making this possible."

Veera Johnson, CEO, ProcServe said "I am delighted that DWP has taken advantage of the efficiency that the ProcServe Trading Network is already delivering in the shape of procurement savings for the Department to deploy the technology towards this vital Low Value Welfare to Work initiative. I believe that this is a demonstration of DWP's drive to use eCommerce to deliver its social objectives." She continues "I can only see this as being hugely advantageous in helping the Department work with training providers to arm people with the skills they need to get back to work. The service will help open this market to suppliers of all sizes including a unique opportunity for SMEs. We are thrilled to be working with DWP in this endeavour."

DWP, an Oracle® E-Business Suite user, is the first organisation in Government to take advantage of ProcServe's highly developed service integration capability, which connects the Network to its corporate back office. DWP was the first to adopt the Zanzibar marketplace in 2006 and is in the vanguard of collaborative procurement in UK Public Sector.

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#### **Notes to Editors**

For more information, please visit <http://www.dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/opportunities-to-tender/low-value-welfare-to-work.shtml>

#### **About DWP**

The Department for Work and Pensions leads the Government's response to some of the biggest issues facing the country - welfare and pension reform - and is a key player in tackling child poverty. It is the biggest public service delivery department in the UK and serves over 20 million customers. DWP plays a vital role in making a difference to millions of people in Great Britain every day, helping them to lead safer, fairer and more rewarding lives, free from poverty. For more information, please visit <http://www.dwp.gov.uk>.

#### **About ProcServe**

ProcServe provides fast, flexible and secure electronic marketplaces and trading connectivity solutions. ProcServe's hosted, custom-branded solutions provide customers with the unique ability to leverage a software-as-a-service solution and maintain their own uniquely branded and configured marketplace. Customers enjoy a faster solution set up, lower cost of maintenance, and a secure environment. ProcServe is part of the Oracle PartnerNetwork. ProcServe also delivers OPEN and xchangewales, which are part of the Zanzibar programme on behalf of the UK Public Sector. For more information, please visit [www.procserve.com](http://www.procserve.com).