




Isle of Anglesey County Council

Managed Procurement Service

Case Study

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Marketing Manager,
Procurement Services

0808 2819439 
www.procurementservices.co.uk 
procurementservices@cs ltd.org.uk 

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The Challenge.

We had the opportunity to speak with Alun Roberts, Corporate Programme Manager at the Isle of Anglesey County Council to gain deeper insight into their experience with our Procurement Team, Alun was happy to share his thoughts.

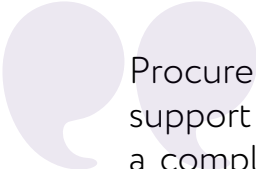
Isle of Anglesey County Council's Education Services required support procuring a complex, high-value contract for a new solution. Internal capacity was limited at the time, increasing the risk of delays and legal challenge, particularly common with contracts of this nature. The Council also needed to ensure a minimum mobilisation period of 12 months for the successful contractor.

To ensure a fully compliant, fair and transparent process, the Council sought external procurement expertise and was signposted to Procurement Services through a neighbouring Local Authority.



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The Solution.



Procurement Services provided comprehensive end-to-end procurement support that enabled Isle of Anglesey County Council to confidently progress a complex and high-value project despite limited internal resources. Led by Jan Rabusic, the team worked closely with project leads Alun Roberts and Angharad Hughes to ensure that every stage of the process was handled with precision, transparency, and efficiency.

Procurement Services began by collating and structuring all necessary procurement documentation, ensuring consistency and compliance from the outset. They offered detailed, evidence-based guidance on key aspects of the procurement, including the appropriate contract length, scoring methodology, and assessment criteria.

A significant aspect of their support involved reviewing and strengthening the IT Technical Specification, ensuring that it accurately reflected operational needs while reducing potential risks or ambiguities. Procurement Services also took responsibility for managing supplier clarification questions, drafting clear and concise responses that maintained fairness and supported equal treatment.

Throughout the evaluation phase, the team facilitated a comprehensive pre-evaluation meeting that helped stakeholders fully understand their roles, scoring expectations, and the overall assessment process. This collaborative and structured approach ensured consistency, improved confidence among evaluators, and supported sound decision-making.

They were **thorough** in reviewing documents, and had excellent **time management**.



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The Benefits.

The partnership delivered a successful and timely appointment of a supplier, meeting all intended outcomes without any legal challenges, a significant achievement for a procurement of this complexity. The thoroughness of the process provided assurance to the Council and stakeholders that the procurement was conducted fairly, transparently, and in line with best practice.

One of the most notable benefits was the alleviation of internal pressure. With limited staffing resources available, Procurement Services ensured continuity, compliance, and momentum throughout the process. Their expertise reduced the risk of procedural errors and enabled the Council to focus on strategic oversight rather than administrative burden.

Stakeholder feedback highlighted the clarity of the documentation produced, the structured evaluation approach, and the valuable support provided during clarifications. The Council also benefited from improved confidence among evaluators due to the preparation and guidance offered before assessments began.

In addition, the collaborative review of the technical specification resulted in a clearer, more robust document that better reflected the needs of the Council. This helped suppliers submit higher-quality bids and strengthened the overall procurement outcome.

Overall, the service provided by Procurement Services not only achieved the immediate goals of the project but also delivered process enhancements, reduced risk, and a highly positive customer experience.

We had a **positive experience,**
excellent customer service from
the very start

Need help with your procurement?

Bespoke support is available via our **Managed Procurement Service**.

We provide the public sector with a full range of services including:

- **Expert guidance for in-house processes:** from reviewing documentation and advising on scoring methods to shaping presentations, managing evaluations, and overseeing contract awards.
- **End-to-end delivery of compliant procurement:** covering both PCR2015/PA23 regulations, whether it is Direct Award, Further Competition, Open Procedure, or Competitive Flexible Procedure.
- **Comprehensive management of your procurement function:** including running fully compliant processes and providing ongoing contract management.

All of the above is tailored to your specific needs.

To see how we can help you please contact **Andy Armstrong** on andrew.armstrong@csltd.org.uk or **01865 648127**.

Y25012 Education Management Systems framework

Compliant, Flexible & Build for Education

Access a wide range of EMS solutions through our fully compliant DfE approved Education Management Systems framework. Designed for schools, academies and trusts, it provides a straightforward route to market solutions that support education management and delivery.

The framework offers transparency and flexibility, allowing organisations to select systems that meet their specific requirements. With pre-approved suppliers and clearly defined categories, it reduces procurement time and risk while ensuring compliance with public sector regulations.

With us, you can focus on your priorities while we ensure everything runs smoothly.





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