Student Lifecycle Project

SUPPLIER DIALOGUE

Introduction

The Student Lifecycle project is about to embark on a critical phase – that of dialogue with the 3 prospective suppliers.

It is during this phase that we will have the opportunity to explore in some detail what functionality each solution can offer, how our requirements will be met and the overall approach which each supplier will adopt.

We need to use this time to ensure that the Supplier fully understands our organisation and requirements (both strategic and operational) and that the proposed solution is capable of meeting those requirements in a way which is appropriate for the University.

Approach

The Project Team has engaged a team of 8 Functional Experts from around the University to provide specific expertise and knowledge as we move through this phase. This group is seconded to the project almost full time for the next 11 weeks.

Each member of the group is acting as lead or co-ordinator for one (or more) of the key business functions within the scope of this project and as part of this role will be consulting with colleagues across the University to ensure all requirements are fully understood, logged and can be tested during the dialogue phase.

Additional Input

In addition to the work of the Functional Experts we are inviting a number of people from around the University who have specific expertise in key areas to take part in sessions with suppliers that are directly relevant to their areas of specialism or interest.

The role of this wider group will be to work alongside the Functional Experts and project team at particular sessions to ensure that all requirements are captured and tested, to provide additional information to the Suppliers and to test out solutions against day to day experiences and exceptions.

The group will then have the opportunity to provide feedback on the solution, contributing to the overall evaluation of each solution.

Supplier Sessions

Each supplier has now received the ITPD setting out in detail our requirements. They have also all attended an introductory briefing session at the University.

They have been asked to put together an agenda for their next period of time onsite which will allow them to demonstrate how their solution meets our requirements and can contribute to our wider strategic objectives. We have advised that they use the key features of the student lifecycle as a guide to structuring these sessions.

Each supplier has taken a slightly different approach and grouped processes differently. Hence, the sessions you are invited to are not necessarily entitled the same or covering exactly the same ground with each Supplier. However, you have been invited to those sessions where we feel you can best contribute to the process.

Practical Arrangements

During the sessions, each supplier will demonstrate functionality in the specified areas and then facilitate a discussion on this.

The Functional Experts have been putting together a series of questions for each process on what we would like to check out/get confirmation of, etc.

Your input, we hope, will add to this, providing other examples of specific activities and scenarios to be covered and where assurance is required.

Feedback forms will be used to capture views, concerns, strengths and weaknesses at each session (see attached). These will be collated at the end of the session and used both in our evaluation and also to highlight to the supplier any specific concerns we require to be addressed prior to the next phase.