



## ***Sample Bid Writing Before & After***

### **Before**

The Modernisation of Public Services Agenda has placed the citizen as the focal point for all interactions with Government organisations. This presents a significant challenge to public bodies, where the relationship between the government, people and business is transferred to one where customer choice, service accessibility, responsiveness and social inclusion are the key drivers for the provision of Government Services.

In response the ACME Housing Executive has developed a New Service Delivery Vision and developed a Modernising Services Programme that aims to improve the quality, efficiency and effectiveness of how services are delivered. The Vision has identified the provision of the telephone, face to face interactions and the role of the local offices as fundamental access points to Housing Executive services.

As customer expectations increase, Housing Executive customers will expect the organisation to have detailed knowledge of themselves, their property and their recent contacts with the organisation. The Housing Executive staff dealing face to face with customers in their own home and in local offices will be expected to have a similar level of knowledge and information.

This Vision presents a significant challenge to the Housing Executive and staff members. To deliver the Vision the Housing Executive will require modern, flexible ICT systems that will support staff members in the office and in the community. To implement the Vision, the Housing Executive will require a strategic ICT Partner with the skills and expertise to support the Modernising Services Programme, and support a step change in the delivery of customer service.

### **After**

The new Public Services Agenda requires that all Government organisations place people at the heart of their communications and service provisions. The key drivers in the provision of Government Services are customer choice, service accessibility, responsiveness and social inclusion.

In response, the ACME Housing Executive has developed a new strategy that aims to improve the quality, efficiency and effectiveness of the way services are delivered.

People will mainly use Housing Executive Services by telephoning or visiting their local offices. They will expect staff to have full information about their personal details, their property and their recent contacts with the organisation. Housing Executive staff visiting customers in their own homes will be expected to have a similar level of knowledge and information.

The new strategy presents a significant challenge to the Housing Executive. To deliver the strategy, staff need flexible computer systems that support them in the office and in the community. We are looking for an ICT Partner with the skills and expertise to help us implement and support the Modernising Services Programme, and manage the changes in the delivery of customer service.