

Project: 3rd generation Full IT Outsourcing re-tender
Client: Tube Lines Ltd



At a Glance

- Third generation outsource
- **£19m saved**
- Enhanced service levels
- Greater ability to scale

Client Challenge

Tube Lines wished to re-tender their major IT outsource deal, consolidating from two suppliers down to one:

- The requirement had to follow the OJEU procurement process
- There was insufficient internal procurement expertise or resource to run this complex process.
- They required options to move from traditional licensing models to SaaS over time

Solution

Our consultant was engaged from project inception, advising on procurement strategy, use of the OJEU process, as well as on requirements structure and evaluation.

- Key commercial terms were included in the tender, to avoid lengthy negotiations later
- All required OJEU timescales were adhered to
- All appropriate information was provided to bidders, eliciting bids from 6 vendors
- Turnstone facilitated the evaluation and scoring phases
- Auditable quality scores were produced for each vendor
- Competitive Dialogue resulted in best and final offers from two vendors
- All pricing and commercial points were captured in the final agreement

Outcomes

Cost Saving: £19m reduction in costs over the term of the contract

Commercial Enhancements:

1. Provision of clear deliverables for every area of service, matched against Service Levels and KPIs, with associated service credits
2. Contractual terms included for mid-term change of licensing structure to SaaS
3. Smooth implementation achieved with chosen vendor

To see how Turnstone can support your project, contact us on 0207 936 4375 or at enquiries@turnstoneservices.com