

At a Glance

- 12 bidders shortlisted to 4, then 2 then 1
- Many contractual and service improvements
- 11 detailed Schedules of key operational detail

Client Challenge

Simmons & Simmons are a leading global law firm, with a centralized IT function in the UK, including an IT security function. The IT security team was small, technically focused and wished to gain commercial support for a market approach to outsource and enhance their IT security function.

A diligent approach was needed to properly define their requirements now and in the future, to ensure the appropriate vendor and solution was chosen.

Solution

Turnstone helped the client to compile their requirements, which included a wide number of areas for market investigation.

These included the services currently provided by the team, plus a range of additional services.

These requirements were wrapped into an RFP process which included a tight timetable.

A pre RFP market sweep of potential bidders was done, to shortlist down the bidder list. This was based on the identified 'must haves'.

A critical bidder warm up exercise was done for those shortlisted, to promote the maximum number of bids.

Turnstone worked closely with the IT, procurement, legal and finance departments throughout the process.

Bid scoring and the evaluation report shortlisted the field to two bidders, after a second round of more detailed enquiries the final winner was selected. Detailed contract and schedule negotiations and redrafting then ensued, with several positive outcomes.

Outcomes

Critical enhancements gained for:

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| <ul style="list-style-type: none"> • Controlling price increases • Definitions • Change Control | <ul style="list-style-type: none"> • Support Services • Charges • Service Levels • Governance | <ul style="list-style-type: none"> • Transition • Subcontractors • Project services • Full exit schedule |
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“Excellent – Turnstone ran the end to end process and took much of the time consuming detailed work on board, allowing S&S to concentrate on partner selection”

Rob Morgan, CIO