

Case Study: RFP Management



Enabling Smarter Purchasing



Overview

Shift Left managed the entire end to end Request for Proposal (RFP) process for a multi-national law firm for a substantial IT Services outsourcing contract.

Shift Left's proven approach resulted in a smooth, efficient proposal process that was praised by the client and all the bidding vendors as being logical, transparent and fair.

Benefits



The benefits recognised from our engagement included:

Business Benefits

- Quantitative comparison between bidders
- An auditable decision-making process
- Better enduring relationships with the bidders
- Clear and consistent communication
- Happier stakeholders
- Visible process with regular updates to both stakeholders and bidders

Technology Benefits

- The right outcome was determined and implemented based upon cultural alignment, proposed service and cost

Time and Cost Benefits

- The logical and transparent process ensured timescales were met, saving our client a significant amount of time and cost, as previous RFPs undertaken by the client had overrun by as much as 6 weeks.
- Reduced time and financial burden on the bidders
- The right solution to optimise delivery and maximise cost savings was established



Credentials

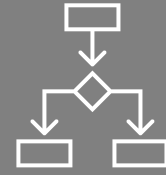
The senior team within Shift Left have written and responded to more than 200 RFPs and have managed RFP processes for 50% of our clients.

We have the right experience to make your RFP process run effectively and efficiently.

Process

The RFP process was based on Shift Left's proven approach that starts with requirements gathering and continues until full service take-on has been achieved.

The main difference from managing the RFP in-house was that common pitfalls were avoided (e.g. inability to accurately compare responses or make an auditable decision) and client stakeholders were less impacted, which meant that they were able to continue to focus on their day jobs.



Data

There were 92 questions in the RFP that were split across the following areas:

- Bidder credentials
- Bidder unique selling points
- Commercial
- Account Management
- Service specific

There were 4 large bidders that took part in the RFP process.

People

The whole process was managed by a single Principal Consultant from Shift Left, who was able to manage all of the needs of the client and the vendors. The process was underpinned by Shift Left's data analysis team to ensure the best possible information was provided in an easily digestible format.



Next Steps

If you would like to discuss the challenges you are facing in implementing an RFP or to find out more about how we operate please visit www.shiftleft.today or email us at info@shiftleft.today