



TECHNICAL TERMS
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Outsourced but no outcry!

Situation

A local authority in the north west was required by central government to reduce its annual expenditure by 15%. Two service areas – strongly dependent on cloud computing technology - were deemed to be underperforming and overspending. These had to be outsourced. Implementing cutbacks is never easy or popular and Simon was engaged to make sure that the legal aspects went as smoothly as possible.

Problem

Such large-scale outsourcing presented a new and unwelcome challenge to politicians, management and an under-resourced procurement team. The fear was that the media and unsuccessful bidders would ‘pounce’ on any mistakes during the procurement process, assuming that a suitable new cloud computing partner could be found. Accuracy and diplomacy were crucial.

Action

Simon established a ‘change board’ consisting of key stakeholders. This drove the strategic direction and timescale for the procurement exercise. Simon drafted an invitation to tender, which led to three ‘ideal’ partners submitting bids, and a strategic partner agreement which governed the terms of the relationship with the successful bidder.

Result

The local authority’s annual expenditure was reduced by 15% with a great partner on board and no legal headaches!