

Request for Proposal (RFP)/Request for Information (RFI) Management & Contract Services

What is RFP/RFI Management & Contract Service?

RFP/RFI Management & Contract Service is a flexible managed service that can provide either full end to end management of the complete sourcing process from RFP/RFI to Contract or provide individual standalone components to support the customer's in house sourcing team.

The Service

The overall service is made up of the following modular components which can be deployed individually or as a complete managed service.

- Creation of current contract summary
- Baseline Audit of Tariffs & Inventory
- Interview customer key contact(s) to identify requirements
- Comparative market comparison – Benchmarking
- T&C requirements
- Development of RFP/RFI documentation
- RFP/RFI Issue/ Track / Compile vendor responses
- Produce documentation showing comparative rate analysis and comparison of vendors key benefits and terms
- Organise vendor shortlisting, presentations and recommendations for contract award
- Negotiate contract with chosen vendor(s) and reconcile contract to RFP benefits.
- Manage port / transfer to new contract process.
- First bill analysis to compare actual rates and terms verses contract.
- Creation of summary document showing negotiated rates and terms.

The Benefit to your business

Technology, terms and rates within the Telecom market are highly changeable. The benefits of employing Flare Telecom are twofold. Firstly you will be engaging a Telecoms expert with 26 years who is involved in negotiating Telecom contracts on a day to day basis and not every two or three years. Secondly, Flare Telecom is confident that with its deep and wide access to industry data they can negotiate rates and T&Cs that will be more advantageous to the customer than terms they could negotiate on a standalone basis.

What methodology will Flare Telecom follow?

A full engagement will be divided into three stages

1. Pre RFP Analysis and baseline

Collection of all current contracts and access to 6 months of billing data to formulate a baseline of current usage and contract terms. Determine baseline metrics such as ARPU (average revenue per user) Total Investment per user and details of current inventory. In addition Flare Telecom would carry out internal interviews with relevant parties to determine expected outcome of saving and technology requirements e.g. equipment refresh or change of operating system. These interviews would also determine the customers scoring criteria. In addition Flare Telecom would discuss their view of change factors that may impact the customers' requirements over the next contract length (Data usage, roaming etc)

2. RFP issue and vendor assessment

Issue of RFI /RFP documents and management of vendors that Flare Telecom believe would meet the requirements of the customer and provide the most competitive options. After a period of response Flare

Telecom would collate vendor proposals and collate the responses into a comparison chart in order that the responses can be scored in line with customer requirements showing the savings verses the baseline metrics. Flare Telecom would then meet with the customer to determine either award or down selection with an invitation to present the submission to selected customer representatives. Upon agreement of a chosen vendor(s) Flare Telecom would carry out a review of the proposed contract and identify unfavourable T&C's.

3. Contract Award and implementation

As part of the contract award process, Flare Telecom would negotiate T&Cs with vendor(s) and ensure that terms reflected in the contract are those agreed during the RFP process. Flare Telecom would then draw up a contract summary document which can be used to gain internal approval from your contract team/lawyers prior to signature. The document will cover points such as contract value, projected saving v last contract and any T&Cs that need highlighting.

Flare Telecom will negotiate the implementation timescales with the chosen vendor. Flare Telecom offer a project management service to port existing users/devices to a new supplier, should that be necessary following contract award. The process will be managed in line with the project plan to ensure the terms and conditions within the contract are adhered to. This results in an analysis of first bill v rates and terms and a three month review of predicted v actual savings.

What is the output

The output available to the customer for the full service comprises of the following documentation.

- Baseline of current contract terms
- Baseline of key KPIs for measurement against during process
- Production of RFP /RFI documents

- Spreadsheet of comparative bids with recommendations
- Pre signature contract summary of terms and benefits
- Implementation Project Plan
- First bill analysis v contract
- 3 month benefits realisation

Engagement Requirements

In order to engage Flare Telecom will require the following:

- NDA in place between Flare Telecom and customer
- Letter of Authority (LOA) for each in scope vendor
- Copies of Existing contracts
- Details of Inventory
- 3 months of current invoicing
- Access to Vendor portals

Timing

The RFP/RFI Development and Management service will commence once agreement has been made on which elements are required by the customer and all of the required data has been received. Detailed timing will depend upon the scope required but completion would be expected to be within 6-12 weeks.

Costing

Due to the bespoke nature of the RFP/RFI Development & Management Service with the option of selecting modules on a collective or an individual basis. Flare Telecom will be happy to discuss engagement either based on a fixed price per module, time spent or risk and reward basis on saving achieved.

How do I engage?

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