

CASE STUDY: Services Procurement

Consultancy+ was engaged by a large local authority to support the management of all consultancy and professional services spend through the YPO HR Solutions Framework. We implemented a phased approach in order to give our client control and visibility of their spend.

“Consultancy+ has not only given us a compliant route to engaging with providers quickly and effectively, but has enabled us to demonstrate significant savings”

Category Manager, Consultancy Services

Situation

Like many other public sector organisations, our client have had recent success in diversifying their supply base and using smaller, more local firms for consultancy work. This has resulted in savings through increased competition and less reliance on a small number of large organisations.

However our client needed support in the challenges of both continuing to support the organisation in procuring these firms, and tracking and reporting the spend on these providers. They also had the added challenge of ensuring that firms have been engaged through **a compliant route to market**, especially when time constraints limit the ability to run full tender processes. Furthermore they were also keen to align their consultancy and services strategy with the recruitment process to **ensure best value** is being delivered for each engagement of temporary resource.

In supporting the move to engaging with new organisations, our client needed more routes to source new suppliers. Having quick and easy access to **pre-approved and trusted** suppliers was seen as a priority to continue developing a competitive and engaged supply chain. Finally, there was support needed in implementing and promoting a defined process for budget holders and service users to procure consultancy without creating barriers or mandating certain suppliers.

Working with Consultancy+

We know from our work across services procurement that the key to long-term success and savings is to ensure buy-in from the service users in the first instance, gaining as much visibility of spend as possible. This can be achieved in a number of ways, from promoting good news stories across the client organisation through to making it as easy as possible for them to engage their preferred supplier.

Finding an OJEU compliant route to engaging with suppliers on time critical projects was a main priority for our client. Aligning this with our approach of obtaining **service user buy-in**, we ensured preferred resources and suppliers were compliant to high framework standards and allowed our client to procure them through the YPO framework. We focused our initial approach within target areas of Children's Services and IT.

Following onboarding and engagement of several preferred suppliers in the target areas, we then began to implement **strategic sourcing** of providers. Our service included tailored onboarding and compliance, bid management, contract management, and the payment process, alongside full reporting across all spend and projects. Key to the model is our ability to engage services providers in the right way and for the right cost depending on the type of project (time based, fixed price, fully outsourced) to ensure the Council receives the best value service. The solution is underpinned by a marketplace of consultancy organisations and individuals, furthering our client's goal to expand suppliers. We enable the Council to be confident **best value** has been achieved through the added competition, as well as our expert benchmarking against market rates.

Consultancy+ brought in a number of consultants under management, ensuring compliance with industry standards, giving our client piece of mind. All contracts are structured effectively under a **Statement of Work (SoW)** ensuring the client that they were managing outcomes from their consultants.



“With the visibility and control we now have, we’re able to respond to FOI requests quicker, with greater accuracy, and with less administrative burden on the team. We now have a clearer picture of our spend on professional services.”

Category Manager, Consultancy Services

Results

In the first year of delivery, our client achieved a number of their strategic targets:

- + Clear visibility over multi million pound spend across Children's Services and IT
- + Introduction to new suppliers across projects from system reviews through to highways consultancy and feasibility studies
- + Increased influence over professional services “buys”, introducing competition from an earlier stage
- + Clear demonstration of savings through competition, negotiation, and control over contracts and deliverables

Consultancy+ achieved a 24% saving for an IT system review, when compared with the market rate

- + Fast and effective OJEU compliant route in place to direct award projects to preferred suppliers
- + Improved compliance and vetting process in place for services providers
- + Clear MI reporting enabling budget control and improved oversight

Consultancy+ continues to deliver to this client, implementing the phased approach across further business areas including transport, commercial and adult social care.

For further information please call 020 3640 7132, or contact us at consultancy.plus@reedglobal.com