

Dec.2025

Cloud Solution Procurement Negotiation and Dispute Resolution Service

Service Definition
V1.0





Cloud Solution Procurement Negotiation and Dispute Resolution Service Service Definition

V1.0

Document owner

Chris Walker

Document Creation date

12-2025

Business Area/C.o.E./Area

Public Sector

Country

United Kingdom

Contents

_____	1
_____	2
Cloud Solution Procurement Negotiation and Dispute Resolution Service _____	2
Service Definition _____	2
V1.0 _____	2
1 Service Overview _____	4
2 Track Record _____	5
3 Contacts _____	5
4 About us _____	6
Who We Are _____	6
Our Philosophy: Value, People and Technology _____	6
Our Approach: Design to Deliver _____	6
Our Expertise _____	7
Here to Dare _____	7
The BIP World _____	7
5 Other Information _____	8
Are we a reseller? _____	8
Support provided to buyers _____	8
How users work with this G-Cloud service _____	8
Service onboarding and off-boarding process _____	8
Pricing _____	9
Service definition and how it will be delivered _____	9
Our security certifications and standards _____	9

1 Service Overview

Many organisations are not fully equipped to successfully identify and deliver IT and Cloud technology to support the realisation of their business objectives and benefits. BIP partner with clients to provide support, guidance, subject matter expertise and delivery management across the end-to-end process.

We have many years of helping clients through the process of identifying, assessing, selecting, procuring and implementing ICT systems and services, including cloud. We expertly align suppliers and providers' solutions with our clients' needs to achieve their business objectives, navigating the common pitfalls experienced through the process.

We provide the full range of support to help clients avoid getting into problems and to help them get out of them when they do get into trouble.

This includes:

- As-Is assessment and To-Be architectural design
- Solution requirements definition for procurement
- Procurement planning
- Independent vendor and product agnostic assessment and evaluation of tender responses to support the procurement selection process
- Negotiation facilitation
- Contract, contractual papers review to understand the history and timelines
- Supporting legal firms, solicitors, barristers, commercial managers, procurement specialists
- Expert advisory supporting litigation claims against IT suppliers
- Implementation reviews and assessments of responsibilities and liabilities
- Contractual obligations reviews and financial implications delivery failure assessments
- Business and IT stakeholder interviews, clarity and ambiguity issues identification
- Witness statements and points of contention analysis
- Findings and recommendations report production on the best way forward
- Mediation and recovery support to resolve conflict and poor performance

We work collaboratively and constructively with clients, suppliers and vendors to achieve successful outcomes for you and your organisation, providing expertise throughout the process including dispute resolution.

2 Track Record

We have supported a range of public sector clients to procure solutions and work constructively with suppliers:

- Home Office / Police Company ICT Directorate / NPJA – National and local police systems
- Police Forces – Back office / ERP solutions
- FCO – Corporate services
- UKBA – Immigration case work programme
- Defra – Portfolio of projects including mobile and flexible working
- Defra – Grants and subsidies administration systems programme
- Network Rail – National video surveying data solution and document management
- English Heritage – Portfolio of projects including outsourced services
- HMCTS Store & Bench - the UK's first in-court digital solution for Magistrates
- HMPO - Application renovation and maintenance
- ONS – Census services

3 Contacts

51 Moorgate
London
EC2R 6LL

Chris Walker
Partner

Office: 020 3141 8400
Mobile: +44 791 208 7462

4 About us

Who We Are

BIP is a fast growing global management consultancy (backed by CVC Capital Partners), employing over 6,000 professionals across 27 offices in 12 countries.

We operate across Europe, the Americas, and the Middle East; including here in the UK, Italy France, Germany, Spain, Portugal, Switzerland, Austria, Brazil, Chile, Colombia, the UAE, and the US.

We help organisations tackle complex challenges, outpace their competitors, and build a sustainable future through strategic insight, operational excellence, and technology innovation.

In the UK, BIP has been recognised by *The Times* and trusted by FTSE 100 companies, government departments, and industry leaders, establishing itself as one to watch in the consulting landscape.

Our Philosophy: Value, People and Technology

At the heart of everything we do lies a powerful combination: **value, people and technology**. These three pillars enable us to deliver meaningful, scalable, and lasting outcomes for our clients.

We are value creators and business integrators, combining strategic insight with implementation excellence to help organisations move the dial at pace.

Our work is powered by deep expertise in digital transformation, AI, cloud, and technology-led change, ensuring every solution drives sustainable progress *and* measurable impact.

Our Approach: Design to Deliver

We are doers and makers, NOT just PowerPoint writers.

Everything we do is designed to deliver real, measurable change within defined timelines. We ideate, test, and learn, working closely with clients and partners in an open, collaborative way to ensure every solution is built to last.

Our goal is not only to deliver outcomes, but to transfer knowledge, and empower clients to continue their transformation independently.

This partnership model offers long-term value and enables us to focus on where we can make the next biggest impact.

Our Expertise

With deep sector experience across:

- Financial Services
- Government & Public Sector
- Defence & Industries
- Energy, Utilities & Resources
- Telecoms & Media
- Retail & Services
- Life Sciences
- Commercial Real Estate

We bring sharp insight, proven delivery experience, and technological edge to every engagement.

The recent integration of Verco and Riskcare into BIP UK further strengthens our offering, adding market-leading expertise in net zero strategy, sustainability advisory, and financial risk technology.

Here to Dare

“Here to dare” is more than a motto, it is our mindset.

We dare to think and act differently, to explore beyond limits, and to create opportunities through bold innovation and collaboration.

We believe in shared journeys, celebrating results, milestones, and even challenges, because true responsibility means growing together.

We imagine a future where business thrives through the synergy of technology, humanity, and sustainability.

The BIP World

BIP is a world of innovators, designers, data engineers, change managers, producers, and marketers, all working together, contaminating each other with ideas, energy, and passion.

We want to leave a mark with what we do and share a journey with every company we work with.

We're 6000 people, 47 nationalities, 12 countries, united by a drive to empower organisations through technology and passion.

Our people, the BIPers, are the heart of our success. They thrive in an environment that encourages self-expression, growth, and balance, inspiring them to engage clients with the values they live by.

5 Other Information

The scope of our G-Cloud Service

The scope of our G-Cloud service is defined in this document and the associated features and benefits. It covers the supply of professional services to support the evaluation, selection and deployment of cloud solutions and services for a range of public sector organisations.

Are we a reseller?

BIP is not a reseller and it is totally independent of all product vendors and solution providers.

Support provided to buyers

When buyers have shortlisted one or more of our services, they may ask clarification questions prior to purchase. This helps them understand, in more detail, if we are the best supplier for them and how they can benefit from our service. We then use our knowledge of the cloud solution marketplace to advise and guide clients through the specification, selection and deployment process.

How users work with this G-Cloud service

Users can use this service to obtain professional advisory support for their GenAI needs. This can be on a short term, long term or ad-hoc basis using either selected specialists or a team approach.

Service onboarding and off-boarding process

When a client buys us using one of our G-cloud services, we typically undertake an initiation process at the start of the service to ensure the client's requirements are fully understood and that they are clear about what we will do, how we will do it and what we will deliver. We will also discuss and agree how any issues will be raised and managed from either side during the service operation.

At the end of the service, we will typically undertake a review with the client to ensure they are happy with what has been delivered and that their expectations have been met. We can also discuss and future support if this is appropriate.

Pricing

We provide services and our day rates are shown in the SFIA rate card for this service.

Service definition and how it will be delivered

The services defined in this document and the associated features and benefits will be delivered by one or more of our consultants with full management support and quality assurance from our public sector portfolio leadership. The service will be delivered from our office, working remotely or at the client's offices, depending on which is most appropriate.

Our security certifications and standards

BIP has the Cyber Essentials Plus Certificate of Assurance which is renewed each year.

Our approach to personnel security

BIP's personnel checking process for new employees includes all components of the employment processes described on Gov.uk, including validating their right to work in the UK.

We cover checking original versions of the necessary documents with the new joiner and making and retaining copies of these documents.

The identity documents and other information gathered are sufficient to enable Government Security checks to be undertaken. BIP maintains an extensive pool of appropriately security cleared consultants.