Ottimo Consulting Services Limited - Service Definition Document

Commercial and Contract management service

Ottimo is an independent company providing Cloud commercial, contractual and operational support across all industry sectors, with extensive expertise working within the Government at all levels.

We provide experienced, adept and pragmatic subject matter experts to lead commercial planning, business analysis, programme, contract and service management, tender support from planning through to supplier negotiation, selection and contract execution. Post contract supplier management and optimisation of legacy contracts and exit strategy planning and execution.

Ottimo has a number of key focus areas:

- **Strategic commercial planning**
- **Sourcing and procurement**
- **Programmatic and Operational support**

Introduction

Specialist contract management support for mission-critical cloud-based platform replacements, outsourcing, insourcing and migrations to new and improvements of existing cloud services.

Consultants with extensive experience in how to leverage technology with understanding and market insights to provide digital lifecycle support, including ongoing management of new or existing cloud contracts to improve service levels, redesign delivery, negotiation, transition and management an orderly exit.

Features

- Capture and development of new specifications/requirements for cloud services and training
- Assessment of existing cloud platforms (legacy/inherited/heritage/black-box technology)
- Supply chain and contract management strategies for cloud platform replacements/migrations
- Redesign of KPIs, XLAs, performance management frameworks and exit provisions
- Lead complex sourcing initiatives, working alongside your key stakeholders and third-party suppliers to achieve measurable outcomes, in the timescales you've committed. Including:
    - ⇒ Procurement Strategy development aligned to client organisation objectives
    - ⇒ Stakeholder Management
    - ⇒ Life Cycle Procurement management and planning
    - ⇒ Commercial / contract management
    - ⇒ Requirements capture, management and business case development
    - ⇒ Development of evaluation strategies and models
    - ⇒ Negotiation strategy development and execution
    - ⇒ Market engagement

- Stakeholder engagement, risk and cost analysis, management, government governance protocol
- Private and hyperscale cloud procurement delivery and commercial management
- EPOS procurement specialist including InSourcing, Outsourcing and Multi-Sourcing
- Multifunctional legacy and technology innovation in respect of supplier sourcing and commercial models
- Contractual constructs, contract arrangements, negotiations with challenging suppliers
- Knowledge transfer, build internal capability for technical and complex contracts
- Supplier exit, transition, solution migration and change management

Benefits

- Experienced central government ICT procurement delivery
- On-demand contract management professionals to embed commercial capability
- In-depth cloud knowhow and specialist contract management expertise
- Disaggregation of monolithic cloud structures into market-aligned services
- Full procurement and commercial lifecycle delivery, from requirements capture, ITT development and contract/schedule drafting
- Alignment of digital and commercial strategies through contract delivery
- Experienced procurement governance capability
- Development of flexible, adaptable contracts (with experience of delivering benefits in excess of £100m)
- Greater agility, transparency and value for money optimisation (VFM) initiatives
- Realisation of cloud business benefits and reduction of business costs/risks
- Rebalance cloud user/supplier risks and reduce vendor lock-in
- Ensures cloud supply chain contract management complexities are managed
- Providing in-depth experience with challenging exit and transition arrangements and management

Pricing

£490 - £2070 a person a day

Planning Service

Ottimo works alongside programme teams to embed cloud commercial and contractual technology and digital industry expertise to ensure supply chain, commercial and procurement complexities are identified and managed efficiently and effectively.

We manage complex supplier contracts for you, working with your stakeholders to achieve the outcome you need at pace, in the timescales you've committed to.

We provide on-demand commercial and contract management professionals to fill interim gaps in your team, build your capability or support your programme demands where additional expertise is required or an increase in velocity of delivery is needed.

We support buyers to structure or renegotiate flexible and adaptable contracts and services, establish and manage simplified operating models, get full pricing and cost transparency from their supply base, clearly express and articulate liabilities so risks are understood and build internal capability. All of which contribute towards significant savings and efficiencies.

We facilitate knowledge transfer to build and support internal contract management capability and allow a deeper understanding of benefit generation to be enabled.

Setup and Migration

Ottimo structures and manages arrangements with third parties to ensure risk managed migration with clear time and cost commitments.

We work with customers to construct a comprehensive delivery path, leveraging our end to end contract management and commercial expertise and covering everything from legacy supplier contract management, financial & legal constructs, supply base navigation, route to market optimisation, exit arrangements including disputes and service issues.

Our commercial and contractual leads bring deep industry and technology experience across all disciplines (including private and hyperscale cloud application services, hosting, desktop, software, network, telephony and security) to ensure a robust migration approach.

Our approach is to be inclusive of all key stakeholders and plainly communicated between Human Resources, Technology/Digital, Commercial, Finance and Legal.

Training

We offer comprehensive commercial and contract management training covering all aspects of private and hyperscale cloud-based commercial and contract management strategy definition, contract construction and negotiation, supplier management, exit and transition management, change transformation management, project and programme management, risk/issue assessment and management and stakeholder management.

We provide industry practitioners with key commercial, sourcing, technology/ digital experience to support contract management internal teams in major private and hyperscale cloud transformations, covering the following:

- Platform as a Service (PaaS)
- Infrastructure as a Service (IaaS)
- Software as a Service (SaaS)
- Function as a Service (FaaS)
- Device as a Service (DVaaS)

We specialise in creating multifunctional contract management, commercial and procurement teams by creating transformational contract management delivery teams and capabilities.

We create short term capacity and increase delivery velocity during demand peaks in core commercial and contract management activity, where our skilled practitioners, with the relevant leadership and training experience fill in buyer gaps and provide training and mentoring to internal buyer resources.

Our consultants will also help train contract management teams to allow them to challenge ‘build’ vs ‘buy’ technology/digital solutions.

Our engagement model naturally creates increased contract management internal commercial and procurement capability through continuous knowledge transfer and acquisition.

Delivering the Service

Our service delivery can be flexibly based on the individual client requirements including:

- Time and Material – Day Rate per resource against the SFIA matrix
- Fixed Price Work Package – based on outcome-based deliverables
- Hybrid approach based on individual requirements

The day rates for the services are based upon the SFIA framework and can be found in the pricing document.

Standards for Consultancy Day Rate cards

Consultant's Working Day	8 hours.
Working Week	Monday to Friday excluding national holidays.
Office Hours	9am to 5pm Monday to Friday.
Outside of normal Office Hours	Consultants can be provided to cover out of hours support based on the Standard Rate Card.
Outside of Working Week	Consultants can be provided to cover non-working week support based on the standard Rate Card x 1.5

Travel and mileage payable at buyer's standard terms and conditions.

Professional Indemnity Insurance Included in day rate.